

Steps for Resolving Conflicts



Stop! It looks like we have a problem...

?



1. What happened? How do I feel? & How do I feel?



2. What can we do? Think of some solutions!



3. Give it a try!

4. Teacher follows up and gives PDA

Steps for Resolving Conflicts

Include the children directly involved and use these steps

1. Acknowledge there is a problem or conflict: What happened? How do you feel?

- *Approach children calmly, take deep breaths, and acknowledge feelings*
- *Ask what happened and how do you feel?; hear from both children. This is about listening to each other*

2. Ask for solution ideas

- *See if the children have ideas first*
- *Get a “solution kit” if needed*

3. Give it a try

- *Get the children to signal agreement: thumbs up, hand shake*
- *You can state the solution again if needed and provide PDA for being flexible, being good at solving problems, asking for help, staying calm*

4. Teacher, follow up with children, use PDA!

- *It's important to see that the issue is resolved or that the children move on*

