

6 Steps to Conflict Resolution



1. Approach calmly, stopping any hurtful actions

(hitting, name-calling, etc.)



2. Acknowledge children's feelings.

(How do you feel? You're crying, are you feeling mad or sad?)

3. Gathering information from the children about what happened or what is upsetting.

(Ask each child involved for their story)



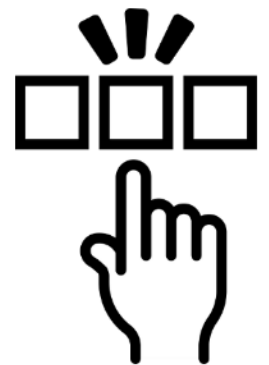
4. Restate the problem.

(Summarize the information given, 'What I hear you say is...')



5. Ask children for solution and encourage them to choose one together.

(Make sure the solution works for both children, regardless of how long it takes)



6. Monitor children as they act on their decisions and provide support if needed.

