

# Steps in Resolving Conflicts

## 1. Approach calmly, stopping any hurtful actions.

- ▶ Place yourself between the children, on their level.
- ▶ Use a calm voice and gentle touch.
- ▶ Remain neutral rather than take sides.

## 2. Acknowledge children's feelings.

- ▶ "You look really upset."
- ▶ Let children know you need to hold any object in question.

## 3. Gather information.

- ▶ "What's the problem?"

## 4. Restate the problem.

- ▶ "So the problem is . . ."

## 5. Ask for ideas for solutions and choose one together.

- ▶ "What can we do to solve this problem?"
- ▶ Encourage children to think of a solution.

## 6. Be prepared to give follow-up support.

- ▶ "You solved the problem!"
- ▶ Stay near the children.

