Conflict Resolution
January 2026

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Aims

By the end of the session, staff will:

1.Understand **what conflict is** and why it is an important part of life

2. What we want for our children

3.How to support conflict resolution (**steps to success**)

4. What we are doing at school

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Parenting Toolbox



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Parenting Toolbox



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What is conflict?

- Conflict in children is defined as a clash, disagreement, or struggle between people

- Conflict can be caused by opposing interests, goals, viewpoints, or needs.



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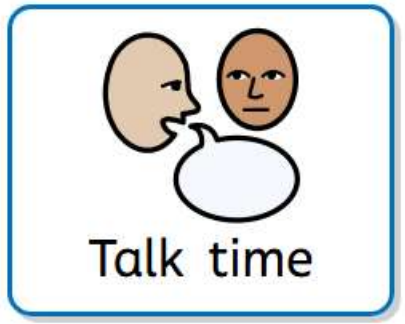
What causes conflict in your home?

- What time you want your child to go to bed
- Who has control over an ipad/tablet/TV
- Time pressures: of getting to somewhere at a specific time
- Dinner times – children wanting a

Certain food







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Conflict is normal. Our role is not to remove it, but to **support our children to have the tools to manage it safely and independently**



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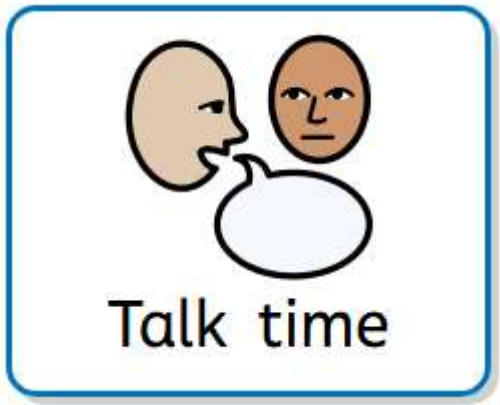
What we want for our children?

- What would you like them to be able to do?
- How might this improve things at home?



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What do we want…..



All our children are to be self-aware and able to **manage their own behaviour**, make good choices, understanding that it has an impact on others



Not children who simply respond to instructions or rules when an adult is there to reinforce them

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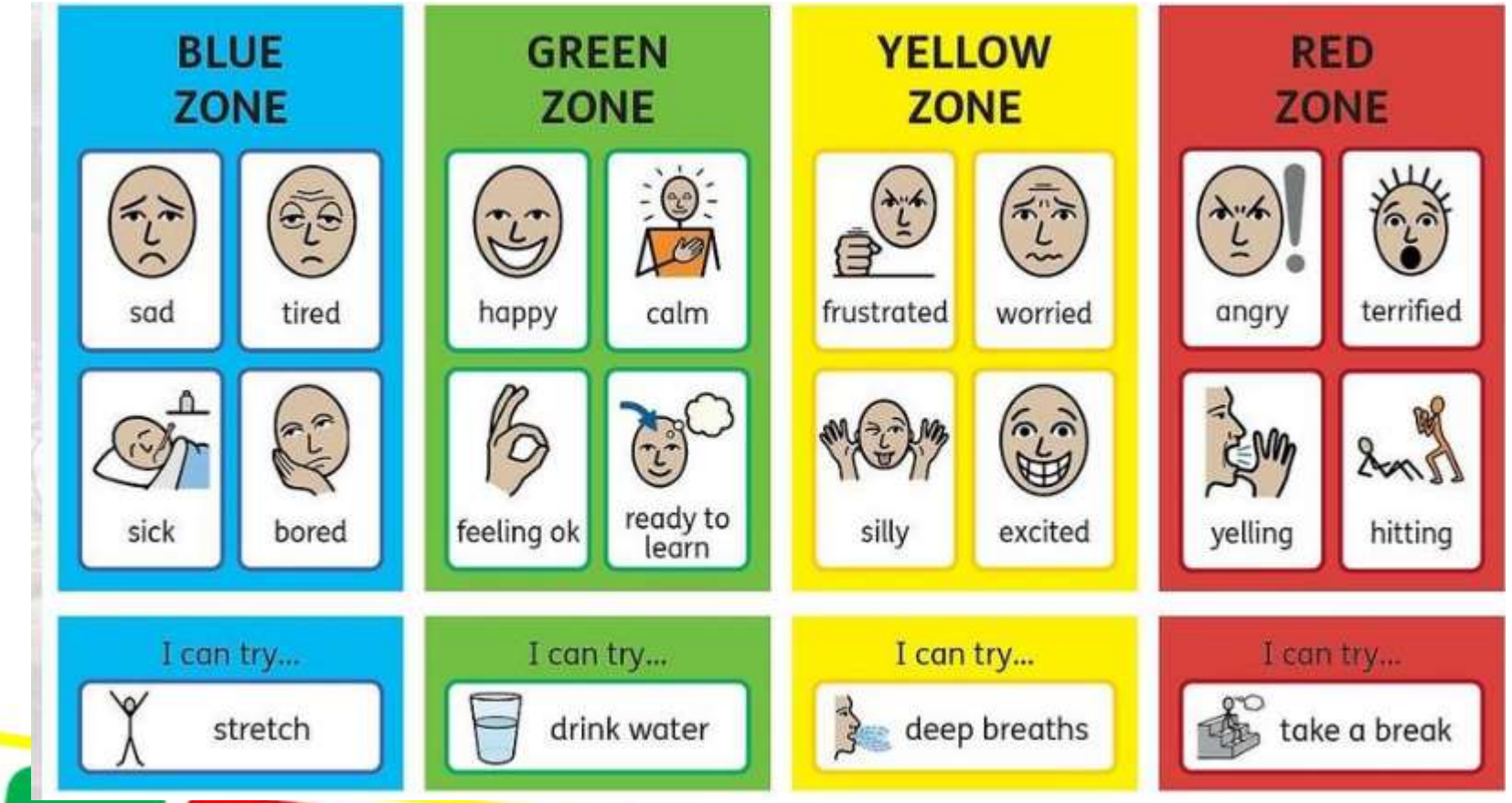
How does conflict in the home make you feel?



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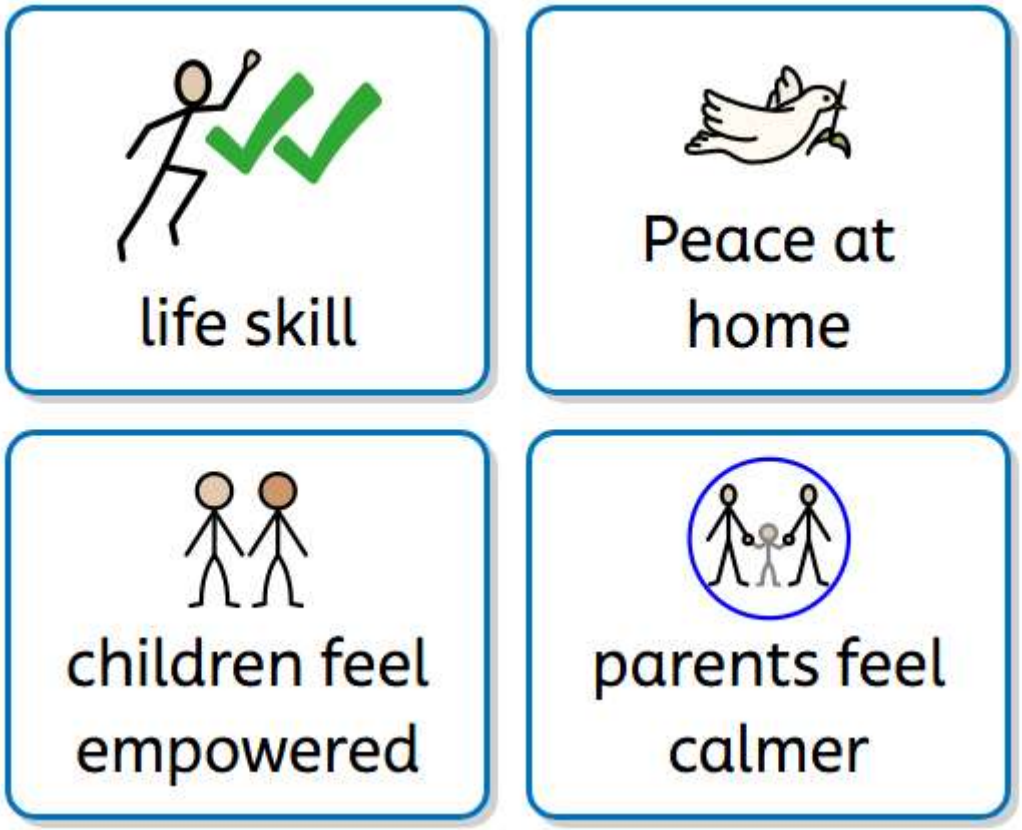
Why is it worth taking time to support conflict resolution?

- Life skill to use at home and elsewhere
- Greater peace at home
- Children feel empowered
- Parents feel calmer



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1	Stop
2	regulate
3	Listen to all
4	Say problem
5	Options
6	agree





Agree

Options

Say the problem

Listen to all

Regulate

Stop



Stop!

Think carefully, avoid judgement and blame

Useful phrases to avoid judgement:

- “I hear two kids who want different things.”
- “I’m here to help, not to pick sides.”
- “Let’s find a solution, not a winner.”

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Stop



- Enter the conversation at their level
- Calm, low voice
- Stop or separate children if needed

‘let’s hit pause’

‘Let’s stop and think about this’

“I hear two kids who want different things.”

“I’m here to help, not to pick sides.”

“Let’s find a solution, not a winner.”

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Regulate:Support emotions



Regulation first, resolution second.

- Acknowledge feelings by naming them
- Soothe so child can be brought back to calm (kind words, physical contact)

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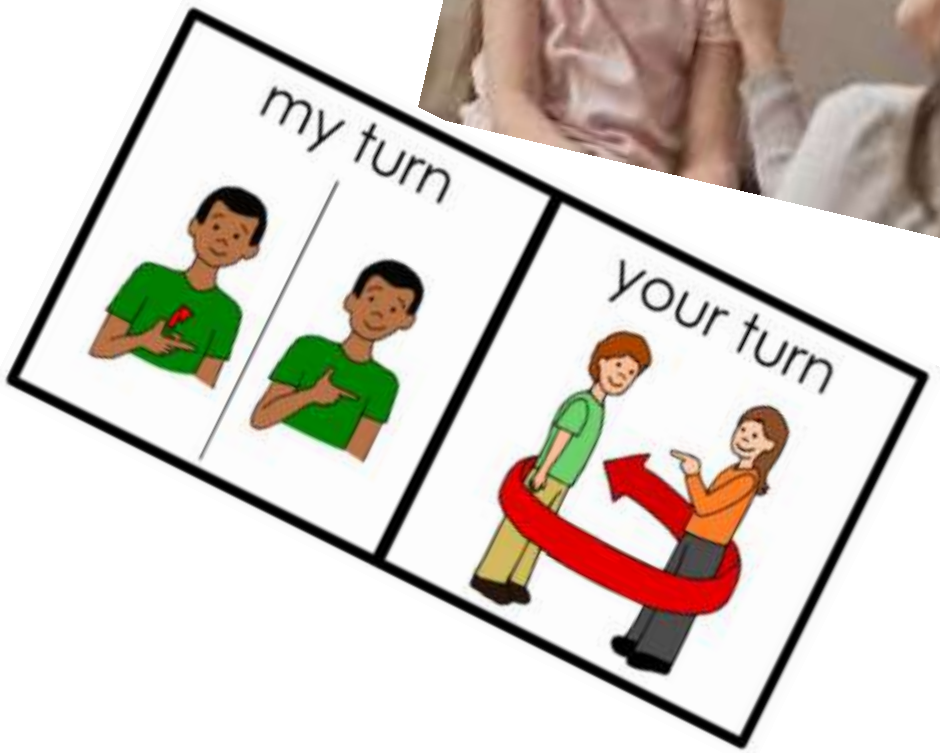
Listen to all

- Listen to everyone in the situation
- Be clear everyone will be listened to
- Repeat back what has been said to show careful listening





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Say the problem



- Say what you have heard in summary
- ‘I hear that you are upset because….. And you are angry because…’

Example – ‘I hear you are upset because you went Mo’s car and Mo is angry because you snatched it’



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Options

- Take the other people's ideas

'*I think we should…' 'I think we should…'*



- If they do not have ideas you can offer them

'What about we try and find another…'

'What about we could change the game?'

'What about you have this for 5 minutes and you have this for 5 minutes'

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Option examples

- Take turns (using a timer)
- Suggest another enjoyable activity
- Can you add something to a game that can be used?
- Offer to play with them for a short time
- Distract – why don't we have a snack and come back to this later?



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Agree

- Agree on option
- If they cannot keep thinking of options until they do
- Over time this will improve
- As they have agreed to the solution (rather than us telling them what to do) they will walk away from the problem feeling more empowered



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What does it look like at school?

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THE PROBLEM SOLVING APPROACH TO CONFLICT RESOLUTION

Six 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
- Set limits if necessary

2. Acknowledge children's feelings

- "You look really upset"
- Let children know you need to hold any object in question
- Describe their actions

3. Gather information

- Ask for information from each child and listen carefully

4. Restate the problem

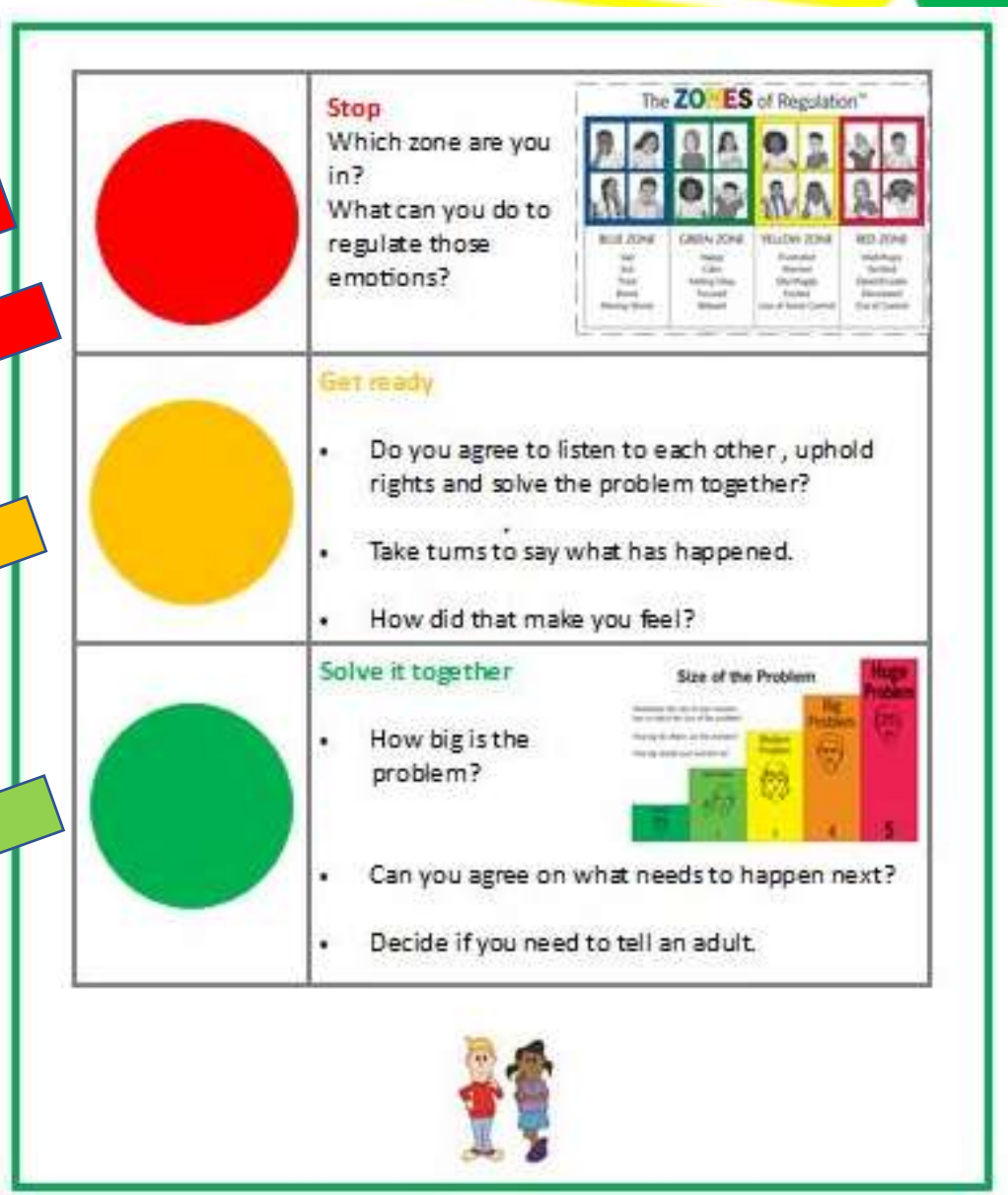
- "So the problem is..."

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
- Help clarify the details

6. Be prepared to give follow-up support

- Describe how they solved the problem
- Give acknowledgment - "You solved the problem!"
- Stay near the children



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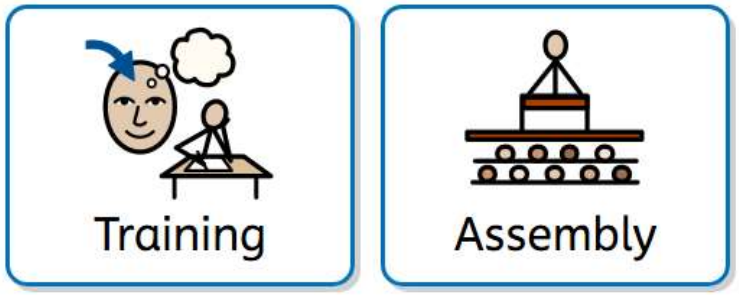
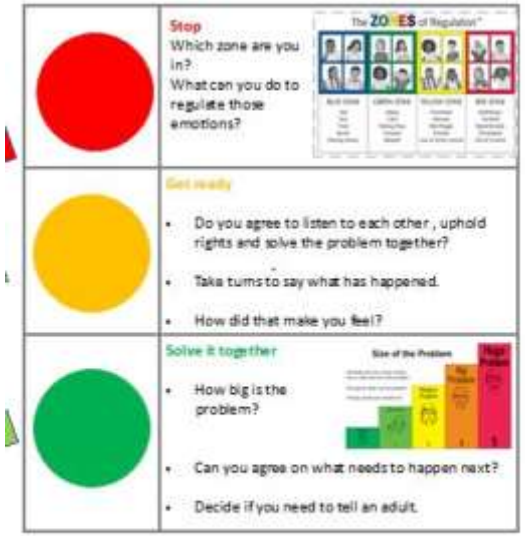
What does it look like at school?

- Relaunch at school
- Posters will be more visible
- Training meeting
- Assembly discussions
- Ambassadors







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Let's remember!

- Follow 6 steps (have the poster up at home)
- Show empathy and regulate (before trying to resolve)
- Avoid win / lose / right / wrong – use neutral language
- Take the time to support, it will pay off in the end!

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