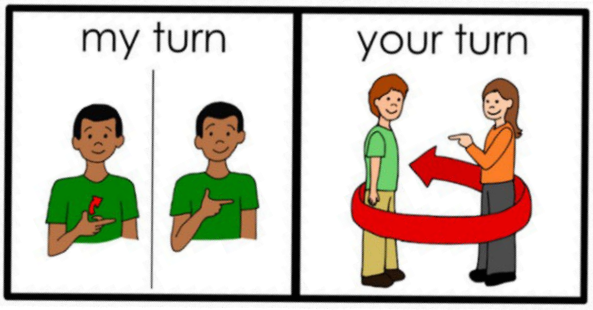
Conflict Resolutions





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

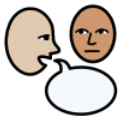
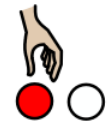
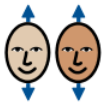
- "So the problem is..."

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

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

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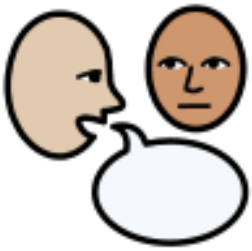
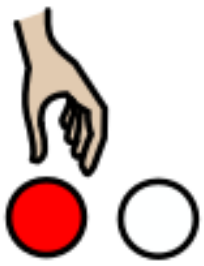
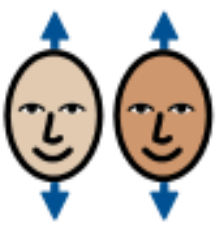
4	 Say problem
5	 Options
6	 agree