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40 YEARS OF SERVICE 1976 - 2016

Dynamic Education Optimizing Each Child's Potential

# Conflict Resolution

What our parents want to know...

Some years ago our teachers were introduced to a new step-by-step approach to conflict resolution in which we support children by transforming negative behaviors into positive understanding.

Viewing children's conflicts as a ***learning opportunity*** benefits teachers and potentially has a positive life-long impact on the child. As children increase their understanding of each other's feelings, they become more cooperative and sensitive to each other within the classroom.

The essential elements in effective conflict resolution are children's mutual acknowledgement and understanding of the conflict, their individual feelings and a common agreement on a resolution. Children's participation in this process gives them tools they can use in the future.

As simple as this may seem, the practical application of these techniques can be challenging, especially at first. We want to thank our teachers for their persistence in applying these techniques within their classrooms. We encourage our families to carry on the effort outside of school as well.

Conflict Resolution without Words
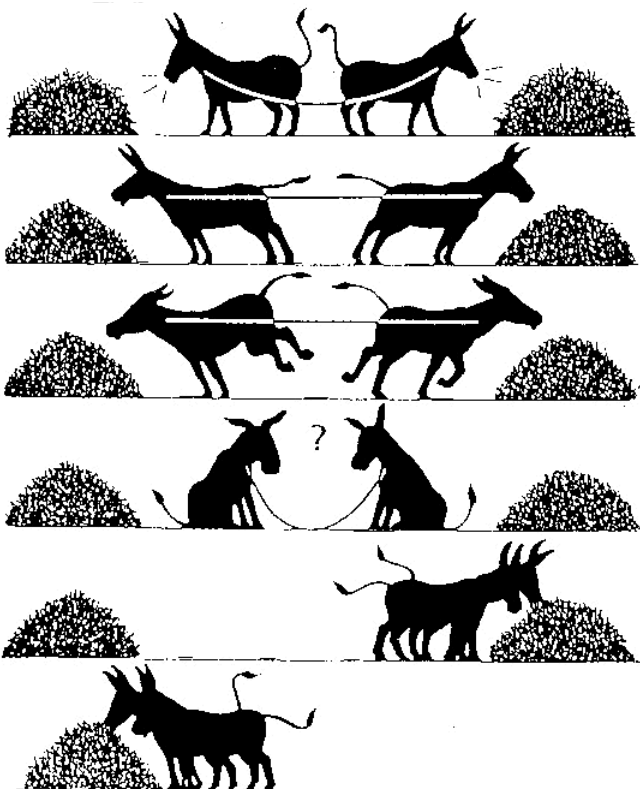
The Child Day Schools has been caring for East Bay children since 1976. We are a humanistic organization dedicated to providing dynamic, age-appropriate programs for children while actively supporting teachers, families, and the community.

STEPS IN CONFLICT RESOLUTION

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 happened?" Ask each child what happened, listening to one, then the other.

4. Restate the Problem
 - "So the problem is..."

5. Ask for feelings & ideas for solutions and choose one together.
 - "How does _____ (other child) feel?" (Ask both children)
 - "What will make him/her feel better?" (Ask both children)
 - "What can we do to solve this problem?"
 - Encourage children to think of a solution & support them to decide on one solution.

6. Be prepared to give follow-up support.
 - "You solved the problem!"
 - Stay near the children and check to see the solution is implemented.