

# 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.
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