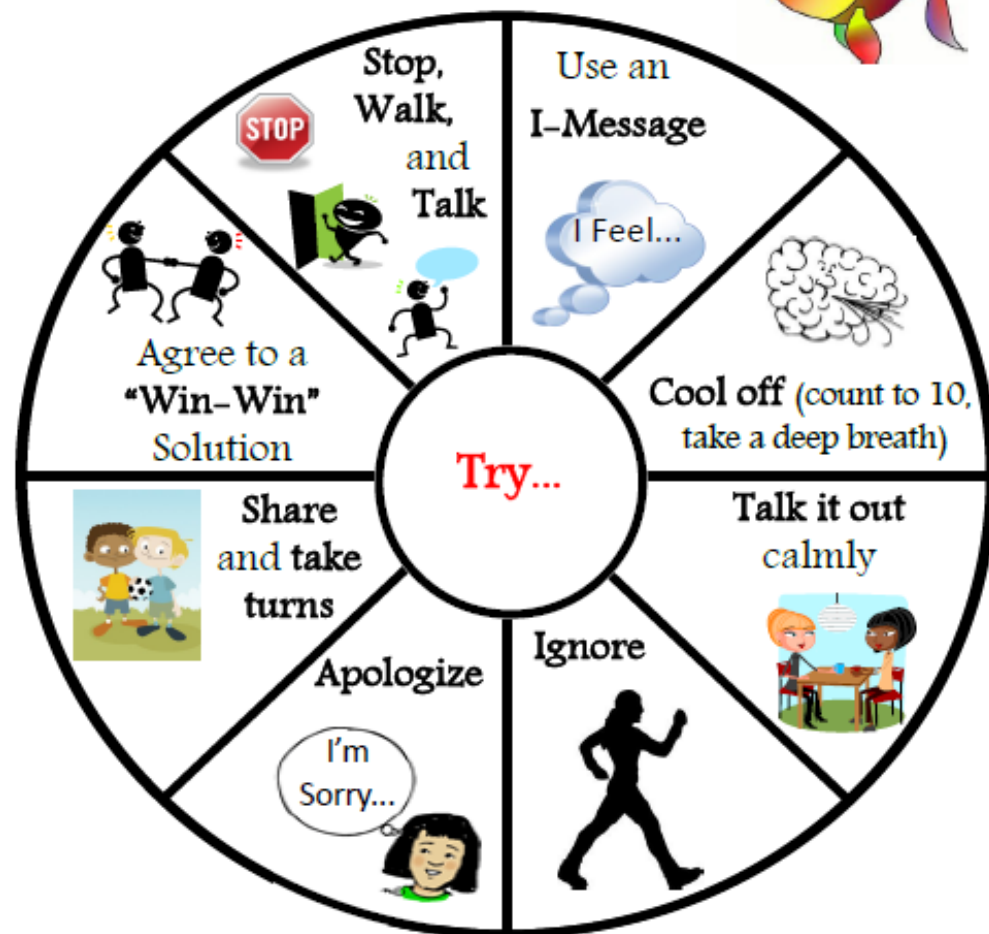


Conflict Resolution & Problem Solving



**Strategies to use for students to
solve conflict within the
classroom.**

Have a Fish Problem?



Tried a few? You could request a peer mediation!



Have a Whale Problem?

Talk to an Adult!

Talk to them in person, send an email, write a note—just let them know so they can help!

Conflict Resolution STEPS

Step 1: Calm Down

Sometimes we get angry with our friends, and its OKAY to feel angry, but it is important to calm down so we can think clearly!

Here are some ways to calm down!

1. Take 5 deep breaths
2. Take a break
3. Get a drink
4. Think a happy thought
5. Count slowly to 10

Step 5: Tell an adult if necessary.

Step 4: Try two ways of fixing the problem.

Step 3: Decide if it is a big problem or a small one.

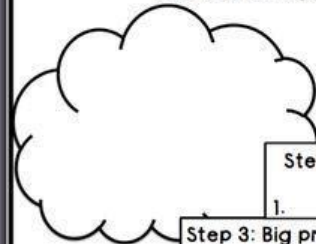
Step 2: Identify the problem.

Step 1: Make sure you are calm.



A friend calls you a mean name.

Draw a picture of how you could solve the problem and then fill in the steps!




Step 5: Do you need to tell an adult?
YES? NO?

Step 4: 2 ways to fix it!
1. 2.

Step 3: Big problem or small?

Step 2: What's the problem?

Step 1: How will you calm down?



Conflict Resolution Steps

1 Identify the problem.

2 Give possible solutions.

3 Evaluate solutions.

4 Compromise!

5 Seek a mediator if necessary.

Conflict Resolution Rule Book:

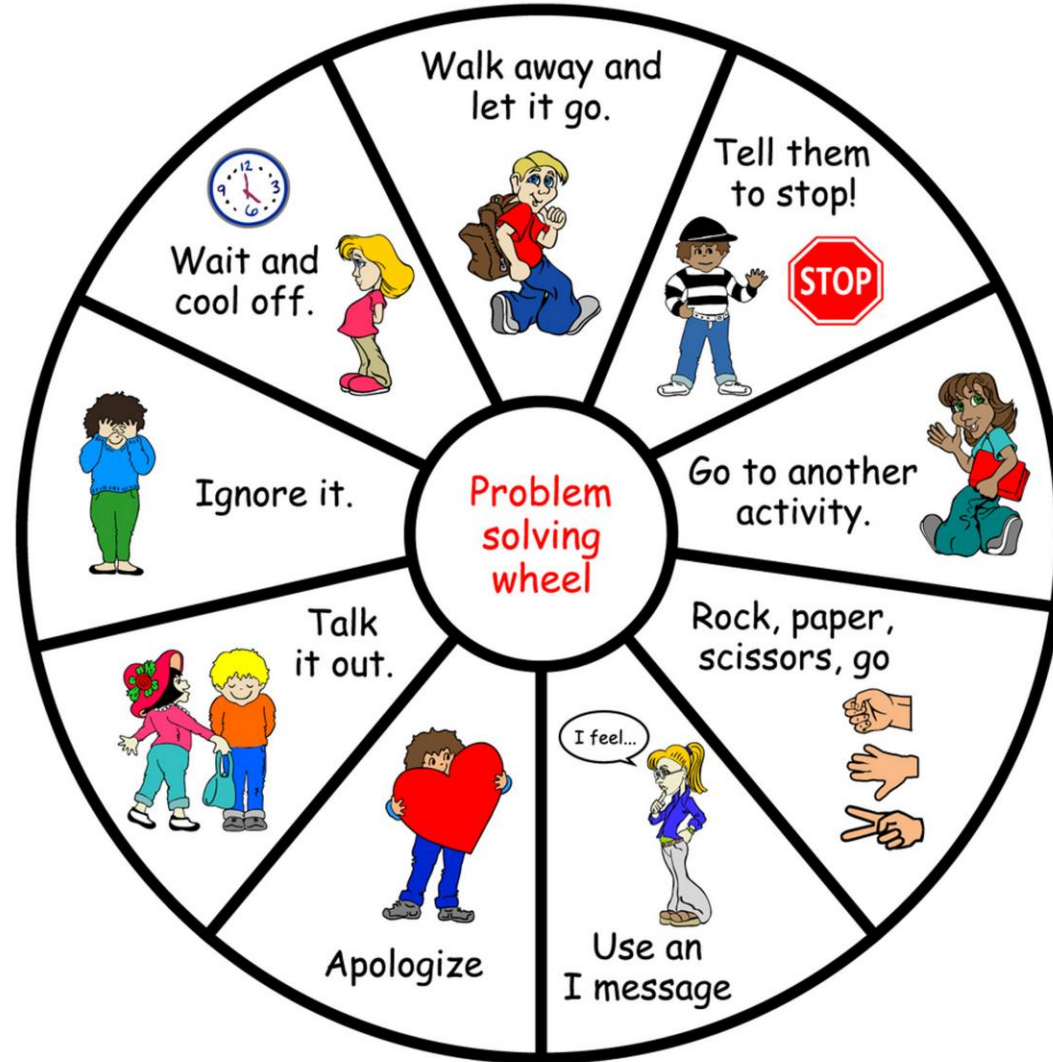
Rules:

- Name the problem (a behavior, not person)
- Actually listen
- Be respectful
- Take responsibility for your actions

Fouls:

- Name calling
- Interrupting
- Yelling
- Harmful physical contact
- Blaming

What can I do?



Let's Work it Out!

R

Reach Out

COME TOGETHER WITH THE PERSON YOU ARE HAVING CONFLICT WITH



E

Engage in a Conversation



REMAIN CALM AND MAKE SURE TO TALK ONE AT A TIME.

S

Seek to Solve the Problem

AGREE TO COME UP WITH SENSIBLE SOLUTIONS YOU BOTH CAN ACCEPT



O

Open Up



CALMLY COMMUNICATE YOUR SIDE OF THE STORY TO EXPLAIN HOW YOU FEEL.

L

Listen Intently

LISTEN TO THE OTHER PERSON SO THAT YOU UNDERSTAND THEIR POINT OF VIEW.



V

Voice Solutions



BRAINSTORM SOLUTIONS TO RESOLVE YOUR CONFLICT TOGETHER.

E

End on a Good Note

AGREE TO THE SOLUTIONS; GIVE A COMPLIMENT AND SHAKE HANDS.



HOW TO SOLVE A CONFLICT



apologize



Say,
"Please stop."



walk away



ignore what
they are doing



give your
friend space



offer to
help



Ask, "What is
wrong?"



ask a teacher
for help

1
I need time to
calm down.

You might feel sad or angry and that's okay. Before you can talk about the conflict, your brain needs time to chill out. Walk away and count ten breaths. When you both feel calm, come together to talk about the conflict.



1_2_3_4_5_6_7_8_9_10_

Passive

- Ignore or Avoid
- Hide Feelings
- Whine
- Fake Crying
- Give In To Be Nice
- Gossip Or Rumors
- Ignore A Conflict
- Quiet Denials
- Make Faces
- Roll Eyes
- Quiet Put-Downs
- Tattle or Snitch
- Attitude Thing

Aggressive

- Yell
- Hit
- Push
- Threats
- Fights
- Loud Denials
- Stomp Around
- Slam Doors
- Loud Put-Downs
- Break Or Destroy

Assertive

- Sincere Apologies
- Responsible Reporting
- Compromise
- Talk It Out
- WIN-WIN Outcomes
- Active Listening
- Respecting
- Understand Others
- Manners
- I Messages
- Firmly Set Boundaries
- Acting On Morals
- Self-Mentor

3 Responses To Conflict