



## CONFLICT RESOLUTION

- **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.**
- **Acknowledge children's feelings. Say something simple such as "You look really upset;" let children know you need to hold any object in question.**
- **Gather information. Ask "What's the problem?" **Do not ask "why" questions**, as young children focus on that what the problem is rather than understanding the reasons behind it.**
- **Restate the problem: "So the problem is..." Use and extend the children's vocabulary, substituting neutral words for hurtful or judgmental ones (such as "stupid") if needed.**
- **Ask for solutions and choose one together. Ask "What can we do to solve this problem?" Encourage children to think of a solution but offer options if the children are unable to at first.**
- **Be prepared to give follow-up support. Acknowledge children's accomplishments, e.g., "You solved the problem!" Stay nearby in case anyone is not happy with the solution and the process needs repeating.**

**Adults respect children's ideas for solving problems, even if the options they offer don't seem fair to adults.**

**What's important is that children agree on the solution and see themselves as competent problem-solvers.**