

Problems occur in our everyday lives even children deal with conflicts. Conflict resolution skills play an important role in maintaining healthy relationships. It is our job as adults to teach our children to problem solve. Here are the steps to resolving conflicts:

Steps in Resolving Conflicts

1. Approach calmly
2. Acknowledge feelings
3. Gather information
4. Restate the problem
5. Ask for ideas for solutions and choose one together.
6. Be prepared to give follow-up support



Sample Situation: Simone and Zaria are fighting because Zaria grabbed the doll from her while they were playing together. Simone started crying.

1. **Parent/Adult should approach both children calmly.** Place yourself between the children, on their level. Use a calm voice and gentle touch. Remain neutral rather than take sides.

2. **Acknowledge feelings**



"Simone, you look really upset."

3. **Gather information**

Parent/Adult: "What's the problem?" (Simone explains the situation.)

4. **Restate the problem**



"So the problem is....."

5. **Ask for ideas for solutions and choose one together.**

Parent: "Ok kids, what can we do to solve this problem? We only have one doll and there are two of you?"

*Encourage children to think of solutions. Solutions could be sharing, taking turns using a kitchen timer (refer to solution cards attached)

6. **Be prepared to follow up support**

Parent to Children: "Now that we have a solution to the problem, we will use it. I like how we work together to solve this problem."

(Parent/Adult monitors children's interaction/play)