

## Welcoming Conflict as an Opportunity to Learn!



1. Approach calmly - breathe in!
2. Stop any hurtful actions.
3. Tune in – Be silent, observe, understand, listen (SOUL)
4. Remain neutral rather than taking side (connect, rather than correct). You can place yourself between the children, on their level. Hold the object if they both want the same thing!
5. Guess the feelings and needs in the situation *“Are you feeling upset because you wanted to play with the teddy by yourself Sarah and you wanted to play with Sarah and the teddy Sam?”*
6. Hear them (non-verbally too) Restate “So the problem is...”
7. Model curiosity - How can we solve the problem?
8. Offer a suggestion (or some options) for resolution (a strategy may be – take turns, find another teddy, so you both have one to play with etc., ) or, ask the children for solutions if they are old enough and have experience to draw.
9. Check the solution is acceptable for both children
10. Stay nearby - checking into see if the strategy has met their needs. Follow-up.