

6 Steps of Conflict Resolution with older infants and toddlers in the HighScope classroom

1

APPROACH CALMLY

Remember the power of remaining calm in the face of intense feelings. This is the time for you to bring yourself to a calm state as well.



2

ACKNOWLEDGE FEELINGS

Stop any hurtful actions. Help non-verbal and less verbal children by labeling feelings.



3

GATHER INFORMATION

Listen carefully and don't assume you know what the problem is. Summarize the child's descriptions of the problem or offer a non-judgmental suggestion. If you're not sure you understand, ask, "Is that the problem?"



4

RESTATE THE PROBLEM

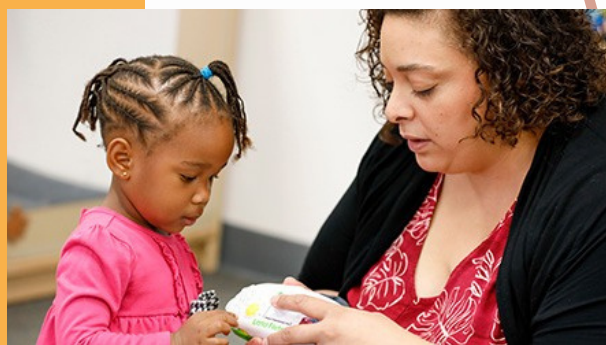
Focus on the problem to be solved and reframe any hurtful words. Avoid "why" or "how would you feel" questions, as those are unlikely to move the problem solving forward. Use simple direct phrases.



5

ASK FOR SOLUTIONS

It's okay to offer some here, 'I have an idea, would you like to hear my idea?' Finding a solution involves the child taking appropriate responsibility for any hurtful actions and your support is crucial.



6

BE PREPARED FOR FOLLOW-UP

Let the child know, 'you solved the problem.' Once the child has calmed and is ready to move on, remain available for follow-up and support.

