

HighScope's Conflict Resolution Process:

AAGREED



1. **Approach calmly**, remembering the power of remaining calm in the face of intense feelings. Use a calm voice, but not an emotionless one.
2. **Acknowledge children's feelings**, while also immediately stopping any hurtful actions. Help non-verbal and less verbal children by labeling feelings. Hold the object in dispute as you allow children the opportunity to release the strong emotions.
3. **Gather information as you help children identify their view of the problem.** Listen carefully and don't assume you know what the problem is. Wait patiently as children attempt to describe the problem from their point of view. Summarize the child's descriptions of the problem. If you're not sure you understand, ask, "is that the problem?"
4. **Restate the problem**, focusing on the problem to be solved and reframing any hurtful words. "You both wanted to play with the truck" focuses on the problem where, "you were playing with the truck and he took it from you" focuses on the child. Avoid "why" or "how would you feel" questions, as those are unlikely to move the problem solving forward. Use simple direct phrases. Reassure children that you have confidence that they will solve this problem.
5. **Encourage children's efforts to find and choose a solution.** Ask children for their ideas and wait patiently while they try to respond. Clarify details about how each suggested solution might look in practice. Talk it through out loud. If the children have some difficulty naming any solutions, offer suggestions, "Would you like to hear my idea?"
6. **Do give follow-up support.** Once children have reached a resolution, remain available for follow-up and support. Acknowledge and recognize their efforts by letting the children know that "you solved the problem!"