

# Strategy For Solving Conflicts

When conflicts arise, try the following steps:

<b>Approach quickly and calmly</b> to stop hurtful or unsafe behaviour right away.	Stay nearby so children know that you are ready to offer help and support.
<b>Acknowledge each child's feelings</b> with a simple description.	"You seem angry."
<b>Gather information</b> from each child involved.	"Let's talk about what happened. Janelle, you tell me first and then it will be Luke's turn to talk."
<b>Identify and state the problem</b> to the children.	"You both want to sit in the same spot at the table."
<b>Brainstorm solutions</b> with the children.	"What ideas do you have to solve this problem? What else can you do?"
<b>Allow the children to develop</b> a solution and use it.	"What idea do you choose?"
<b>Follow up</b> by checking back and offering assistance if needed.	"How is your idea working?"

Place this poster in a visible location for the use of staff in the playspace.