



Six Steps to Conflict Resolution with Children

1. Approach calmly, stopping any hurtful actions

- Place yourself between the children, **at their level**.
- Use a **calm voice** and gentle touch.
- Remain **neutral** rather than take sides.



2. Acknowledge each child's feelings

- "You look upset."
- "I see that you look sad."
- "I know you're frustrated. Let's talk about that."

3. Gather information

- "What's the problem?"
- "What happened?"



4. Restate the problem

- "So **the problem is**, you both want to use this toy."
- "So **the problem is**, you got bumped, and it hurts."

5. Ask for ideas for solutions; choose one together

- "What can we do to solve this problem?"
- "What can Johnny do to help you feel better?"

6. Give positive feedback and follow-up support.

- "Thanks for helping solve this problem."
- "That's a great idea—let's try it!"
- "She looks happy—you helped her feel better!"

