

# STEPS FOR RESOLVING CONFLICT

## for 1st Grade Playground Monitors

1. Approach calmly, stopping any harmful actions.
  - Place yourself between the children, on their level.
  - Use a calm voice.
  - Remain neutral, rather than take sides.
  - If there is an object in question, let children know you need to hold it for now.
2. Acknowledge their feelings.
  - “You look really upset.”
3. Gather information.
  - “What’s the problem?”
  - Give each child the opportunity to state the problem.
  - You may want to allow the child who seems most upset to state the problem first.
4. Restate the problem.
  - “So the problem is...”
  - Rephrase as needed and help summarize the details.
5. Ask for ideas for solutions.
  - “What can we do to solve this problem?”
  - Encourage children to think of a solution.
  - If needed, remind them of Kelso’s choices, which are painted on the blacktop. You can learn more about Kelso’s choices from SIPAT’s website:  
<http://www.ccesipat.com/index.cfm/programs/school-counseling/>
6. At this point, some children may make a choice that has them move on to other play, and then immediately act on it. This is fine. Others may continue to try to find solutions with the other child.
7. Be prepared to give follow-up support.
  - “You solved the problem.” “Well done.”