



HAZEL GOES COOK

Elementary School

An International Baccalaureate World School



Conflict Resolution

School Expectations

- **Be Safe**

- To be careful and free of danger or harm

- **Be Respectful**

- To behave in a kind, courteous, and polite manner
- To treat others the way you would want to be treated

- **Be Responsible**

- To behave in a way that allows others to trust you
- To be accountable for your actions and materials

Conflict



- **Conflict** occurs when two or more people cannot agree on something.
- Conflict is normal and happens from time to time.
- It's a good idea to solve conflict quickly and fairly before things escalate.

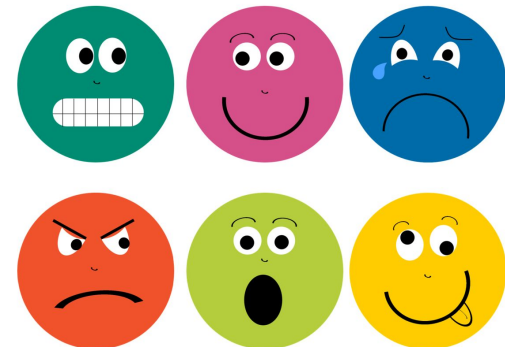
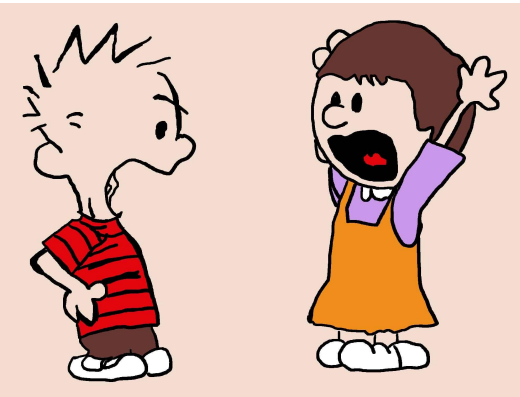


Examples of Conflict

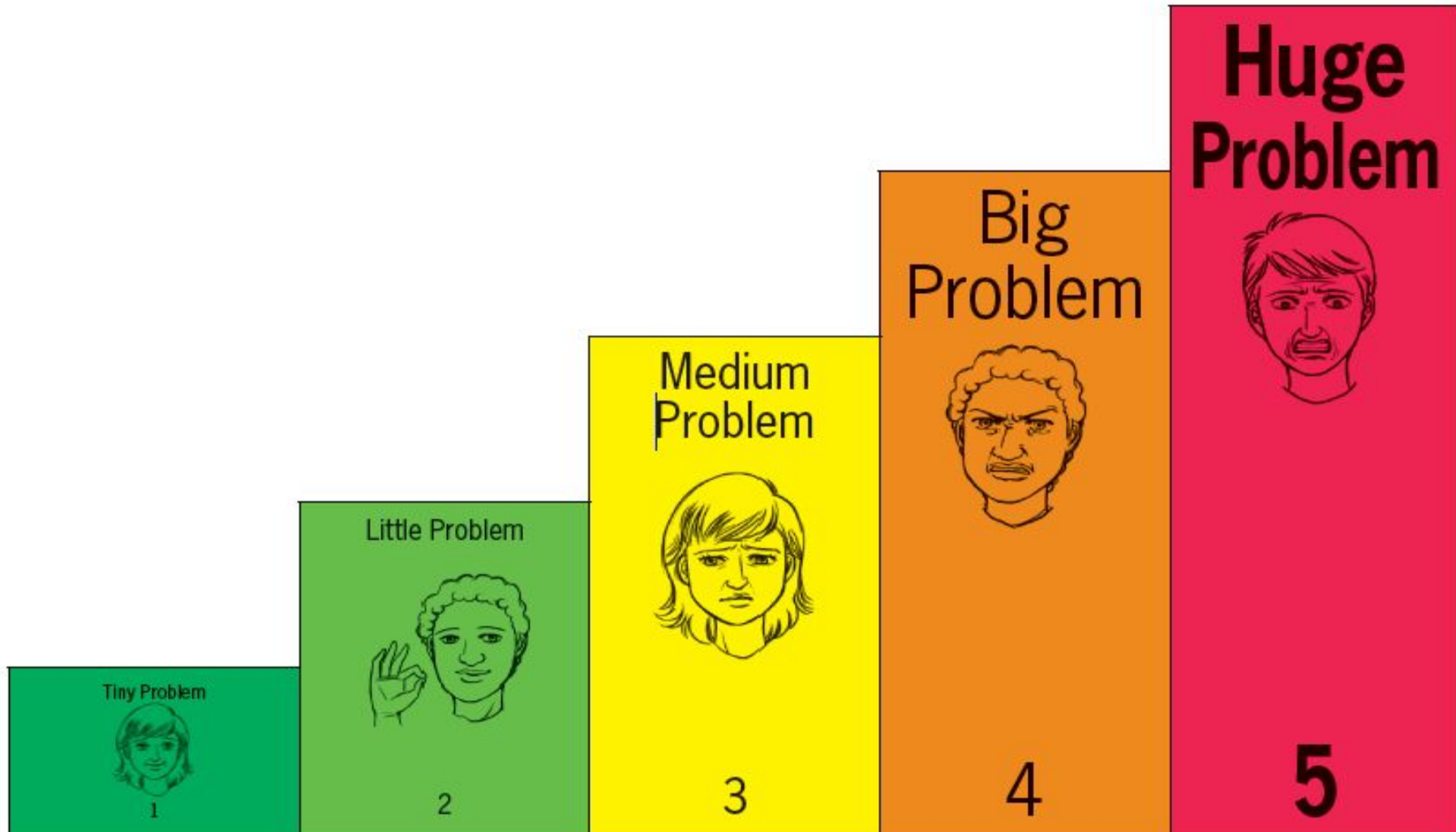
- Two people arrive at the front of the line first and both want to be the line leader.
- There is a collaborative project in class and the group cannot agree on the topic.
- There is rumor going around about two best friends saying mean things about each other. The friends are not talking to each other and are very upset.
- **Your turn-** What is an example of conflict that you have faced?



Why should conflict be solved quickly and fairly?



Problems Come in Different Sizes



Little Problems

- Little problems are problems that can be solved easily and are no big deal.
- Examples include losing a game of basketball, disagreeing about what game to play, wanting to play different games at recess.
- If there is a little problem you can:
 - Take a deep breath and stay calm
 - Remind yourself that it's just a little problem
 - Talk it out with your friend
 - Or _____

Can you solve little problems on your own or do you need the help of an adult?

Remember, you don't have to attend every argument you're invited to.

Medium Problems

- Medium problems are problems that take longer to solve and may include more people.
- Examples include friends having an argument, gossip, and mean-spirited teasing.
- For a medium sized problem, you should problem solve.
- Why is it important to resolve or come up with a solution to a medium size conflict?



Big Problems

- Big problems are problems that are a big deal and are hard to solve on your own.
- Big problems usually involve somebody being unsafe or somebody getting hurt
 - What are some examples of big problems?
- You should seek help from an adult right away when there is a big problems
 - When you tell an adult about a big problem, is this reporting or tattling? Why?

Conflict Resolution Steps

1. Stop and calm down



2. Talk it over



3. Fix it



Step 1: Stop and Calm Down

- Stop what you are doing and calm yourself down
 - This is the most challenging, but most important step. Why do you think this is the case?
- Ways to calm down:
 - Take deep breaths
 - Take a break and come back to it
 - Remind yourself that things will be okay
 - _____
 - _____

Step 2: Talk

- Take turns **calmly** talking about the problem.
 - One person talks at a time
- Use whole body listening to show the other person that you are listening.
 - Why is it important to show that you are listening?
- Repeat back what the other person said
 - “So you are saying that you are upset that I picked him to be on my team first.”
 - Why is this important?



Step 3: Fix It

- Think of many different solutions
 - Weigh your options
- Choose the best solution
- Apologize if you hurt someone's feelings or did something wrong

Practice

- Problem: James runs in the hall and bumps into Noah who is holding his science project. The project falls and comes apart. Noah becomes very upset.
 - What size problem is this?
 - What should James and Noah do at step 1?
 - How should James and Noah talk during step 2?
 - What are some possible solutions during step 3?
 - How should James apologize?
 - What may they need to do at step 4?

Practice

- This week we want you to practice conflict resolution when an issue comes up.
- Remember to practice the skills we have just learned.