

# 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

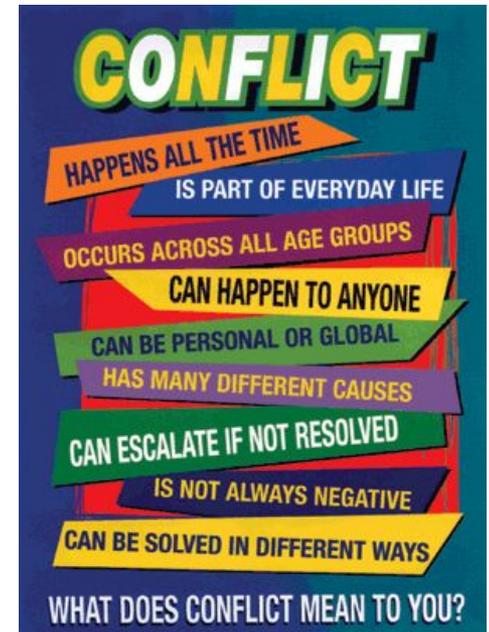


- **Conflict** occurs when two or more people cannot agree on something.
- Conflict is normal and happens from time to time.
- It's a good idea to solve conflict quickly and fairly before things escalate.

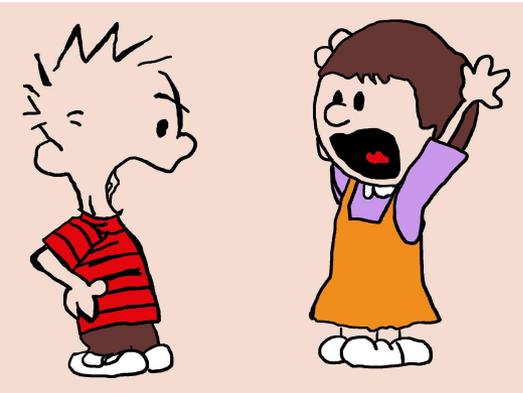


# Examples of Conflict

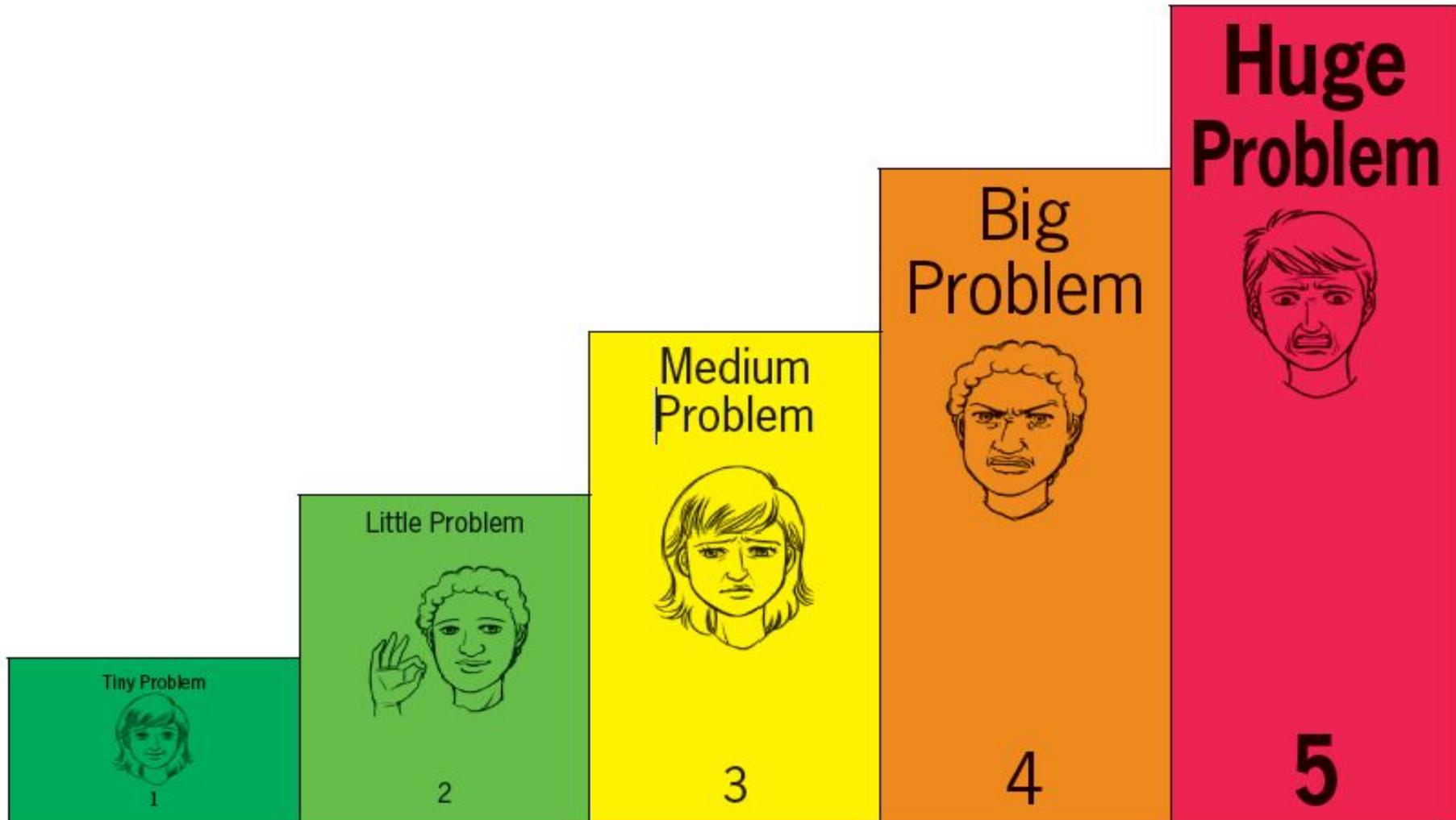
- Two people arrive at the front of the line first and both want to be the line leader.
- There is a collaborative project in class and the group cannot agree on the topic.
- There is rumor going around about two best friends saying mean things about each other. The friends are not talking to each other 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.