

# Six Steps for Conflict Resolution in Pre-K

## **1. Approach calmly, stopping any hurtful actions**

- Place yourself between the children, on their level
- Use a calm voice and gentle touch
- Remain neutral rather than take sides
- Set limits if necessary

## **2. Acknowledge children's feelings**

- "You look really upset"
- Let children know you need to hold any object in question
- Describe their actions

## **3. Gather information**

- Ask for information from each child and listen carefully

## **4. Restate the problem**

- "So the problem is..."

## **5. Ask for ideas for solutions and choose one together**

- "What can we do to solve this problem?"
- Encourage children to think of a solution
- Help clarify the details

## **6. Be prepared to give follow-up support**

- Describe how they solved the problem
- Give acknowledgment - "You solved the problem!"
- Stay near the children