



## Helpful Resources

### Book:

- *Let's Work It Out! Conflict Resolution Workbook* by Hennie Shore

### Videos:

- *It's Mine! Responding to Problems and Conflicts* by High/Scope Press, 2002
- *Student Workshop: Resolving Conflicts* by Sunburst Communications, 1998

### Website:

- [www.peacemaker.net](http://www.peacemaker.net)
- [www.any-book-in-print.com](http://www.any-book-in-print.com)

Please copy and distribute to Teachers and Parents

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# School Tools

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## Conflict Resolution For Kids

Dear Parents and Teachers,



Whether we like it or not, conflict is part of life. Children, like adults, have disagreements and need to learn how to resolve them in healthy ways. Modeling appropriate conflict resolution skills provides an opportunity to teach children valuable life lessons about empathy, problem solving, communication, forgiveness and a host of other pro social qualities.

Sometimes it is difficult to know when to intervene in conflicts among children. Generally, it's best to intervene when (1) there is threat of pain or injury; (2) there are prolonged or repeated arguments over the same problem; (3) there is a power imbalance; and (4) children are extremely emotional and not in control of themselves.

The younger the child, the more help they need from adults because they tend to solve problems through physical means rather than with words.

## Dealing With Anger

When conflict occurs, anger is close at hand. It's important to let children know that it's okay to be angry, but that there are appropriate and inappropriate ways to handle anger. The basic guidelines for this are The Anger Rules:

**"It is okay to be angry, but:**

- **Don't hurt others**
  - **Don't hurt yourself**
  - **Don't hurt property**
- DO Talk About It!"**

Help them to calm down before they talk about it. When they're upset, it is very difficult to think logically. Calming down first will help them think it through.

## Steps to Resolving Conflict

It's helpful to give children concrete steps to conflict resolution. Research has shown that a child's ability to get what he or she wants in an acceptable manner is directly related to the number of solutions the child can think of in a situation. A child who can think of five ways to solve a problem will generally display more acceptable behavior than a child who can only think of two ways. Here are some general steps in teaching problem-solving skills to children:

1. **Get the facts and the feelings.** Ask the children in a calm and non-judgmental way to each tell you what happened. Also ask them about their feelings, so they can hear how their behavior affects other people.
2. **Help children see the goal.** Help them define the problem in terms of what they want to see happen. For example, "What can you do so that both of you get to play what you want?"
3. **Generate alternatives.** Help them generate several alternatives. Resist the temp-

tation to suggest ideas, since they might assume their own thoughts are not good enough.

4. **Evaluate consequences.** After they have generated ideas, ask them "What might happen if you...?" Resist the temptation to judge ideas, but help them evaluate their ideas.
5. **Ask for a decision.** Re-state the problem, summarize the ideas, and let them decide which idea they will try. The process may seem tedious, but allowing them to think is a valuable lesson.

Important info. For  
Parents & Teachers!

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