6-Step Conflict Resolution Procedure

(Teacher’s Role)

1. **Calmly approach** **and stop any hurtful actions or words**
2. **Validate feelings**
   * “You are feeling upset.”
3. **Gather information**
   * “What is the problem?”
4. **Restate problem**
   * “So the problem is…”
   * “Do I understand the problem completely?”
5. **Ask children for solutions and choose one together.**
   * “What can we do to solve this problem?”
   * “Do you all believe this solution will work?”
   * If not, ask for more suggestions.
   * Children select a solution
6. **Give follow-up support and stay near children.**
   * “Is the solution you selected working?”
   * “Do you need to think of a new solution?”
   * “You solved the problem.”

Adapted from: Epstein, 2009. *Me, You, Us: Social-Emotional Learning in Preschool.*