



The most powerful teaching tool is a good example. Show your child how to solve conflicts by the way you live.

Treat others with respect

When you get angry, take a break. Give yourself the present of a time-out!

Talk about problems

Brainstorm solutions

Even if the solution doesn't work, it helps your child if he or she sees that you tried and will try again

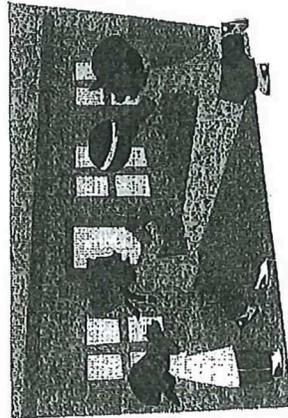


Just like football, piano or telling jokes, solving conflicts is a skill. We all get better at it when we practice. Look for chances to help your child practice the STEPS TO SOLVING CONFLICT.

Practice STEPS TO SOLVING CONFLICT when your child has a conflict with YOU

Practice STEPS TO SOLVING CONFLICT when your child has an argument with a sibling or friend.

Discuss how people on TV or in books solve conflict. Did they find a non-violent solution?



# LITTLETON SCHOOL

## WAYS YOU CAN HELP YOUR FAMILY RESOLVE CONFLICTS

School Violence Awareness Week

Oct. 18 - Oct. 22

Dear Parents/Guardians,

This week is School Violence Awareness week. At school, many developmentally appropriate programs will take place to raise the students awareness of the seriousness of violent behavior.

One of the components of our elementary guidance program is a sequential conflict resolution program. Beginning in Kindergarten and culminating in Fifth grade, when our oldest students have the opportunity to mediate conflicts with their younger peers, non-violent language and behaviors are taught and reinforced.

We hope you will find this pamphlet useful in reinforcing the same behaviors in your home.

Sincerely,

*Michele Hoffman*

Michele Hoffman  
Principal

*Jackie Greenberg*

Jackie Greenberg  
School Counselor

### Steps to Solving Conflicts

(Ages 5 - 8)

- 1. Stand children one on each side of you.**
- 2. Focus on problem:**  
Say to each child, "Tell what happened". Listen without interrupting, blaming or judging. Summarize clearly. "Johnny, you hit Kevin because you thought he wrecked your puzzle. Kevin, you thought Johnny was finished because he went for a drink."
- 3. Focus on feelings:**  
Ask each child, "How do you feel?" Summarize. "Johnny, you feel angry. Kevin, you feel angry too."
- 4. Brainstorm:**  
Ask, "What are some fair ways to solve the problem? If children can't think of fair ways, help them find ideas. Don't tell them what they ought to do. Have them select the best choice."
- 5. Make an agreement:**  
Let both children, in their own words, tell exactly what they are agreeing to do. Remind them that they are responsible for their agreement.
- 6. Thank them:**  
Thank them for working together to solve their problem.

### Steps to Solving Conflicts

(Ages 9-Adult)

1. Both people want to solve the conflict.
2. If possible, move to a quiet place.
3. Both people promise to:
  - Tell the truth
  - No name calling, blaming, interrupting
4. Take turns listening and talking
  - The talker tells how he/she feels and what he/she did
  - The listener listens carefully
5. Figure out what the main problem is
6. Brainstorm solutions to the problem
7. Each person promises what he/she will do
8. Evaluate the solution
  - Will the promises solve the conflict?
  - If not, go back to step number 5