

Six Steps to Conflict Resolution with Children

(Adapted from *You, Me, Us: Social-Emotional Learning in Preschool* by Ann S. Epstein, 2009)

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

2. Acknowledge children's feelings.

- "You look upset."
- "I see that you look sad."
- "I know you're frustrated. Let's talk about that."



3. Gather information.

- "What's the problem?"
- "What happened?"

4. Restate the problem.

- "So the **problem is**, you both want to use this toy."
- "So the **problem is**, you got bumped, and it hurts."

5. Ask for ideas for solutions; choose one together.

- "What can we do to solve this problem?"
- "What can Johnny do to help you feel better?"



6. Give positive feedback and follow-up support.

- "Thanks for helping solve this problem."
- "That's a great idea—let's try it!"
- "Look, now she's happy—you helped her feel better!"

