



# The **A****B****C**'s of Conflict Resolution

Learn the skills for resolving conflict and become a more **confident**, **responsible** and **independent** person.

# What Is Conflict Resolution?



- ▶ Conflict resolution is an umbrella term that covers everything from a punch in the nose to sitting down and talking.
- ▶ Different conflict resolution approaches are appropriate for different situations.
- ▶ We can help children recognize options in conflict situations, and encourage them to choose options that are nonviolent, meet the needs of people involved and improve relationships.

# Sometimes We All Get Angry

We may feel...

- ▶ something is unfair,
- ▶ something has been taken or broken that we value,
- ▶ someone is being mean,
- ▶ we are not getting our fair share,
- ▶ someone is not listening to us.



# Solving Conflicts

We could...

- ▶ throw a huge tantrum,
- ▶ make nasty remarks,
- ▶ scream or hurt the other person



# Solving Conflicts (cont'd)

Would any of these methods solve the problem?

What else can we do?

Let's review our ABC's!!

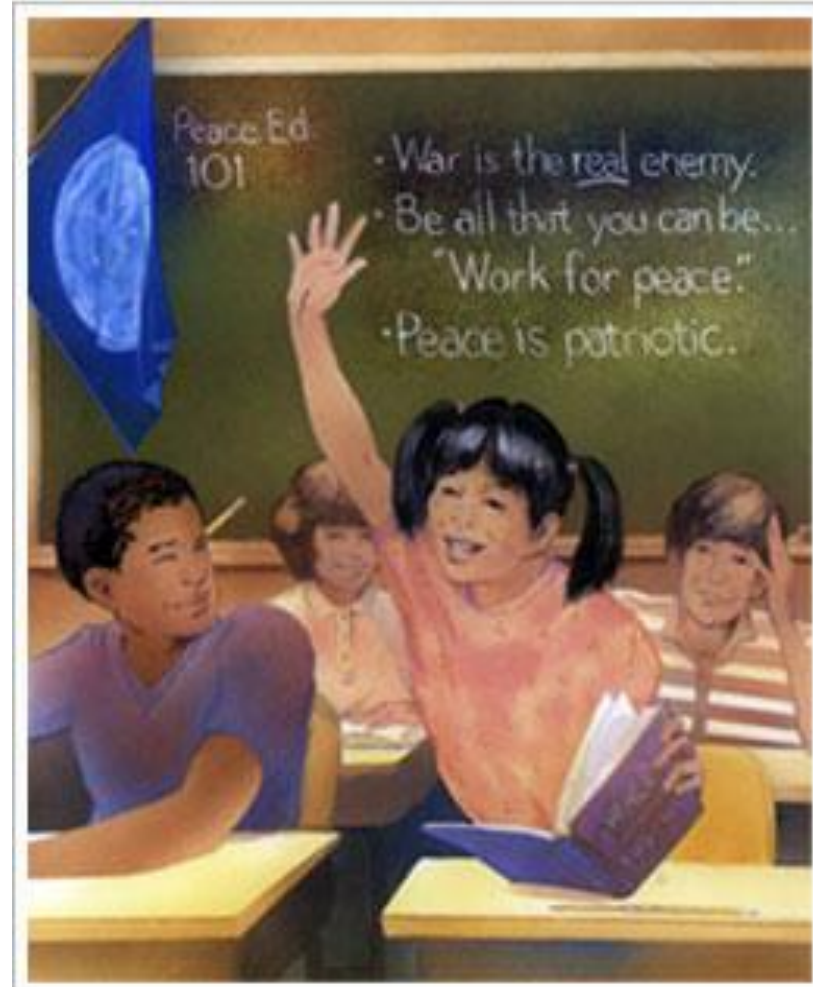


# Recite the A B C's

**A**sk: What is the problem?

**B**rainstorm Solutions.

**C**hoose the best solution.



# ASK : What is the problem?

Everyone involved needs to know what the conflict is.

To do this, everyone needs to:

- ▶ Say what they feel about it.
- ▶ Listen to what other people have to say about their feelings (without interrupting them).
- ▶ Try to put themselves in the other person's shoes and try to understand their point of view.



# Brainstorm Solutions



Once you have listened to each other and found what the problem is, then you need to look for a solution.

- ▶ Brainstorm together to think of ways in which you could resolve the conflict.
- ▶ Think of as many solutions as you can, even if they seem silly at first.
- ▶ It may be helpful for another person to write down your ideas or suggest ways of making your ideas work so you can resolve the problem.



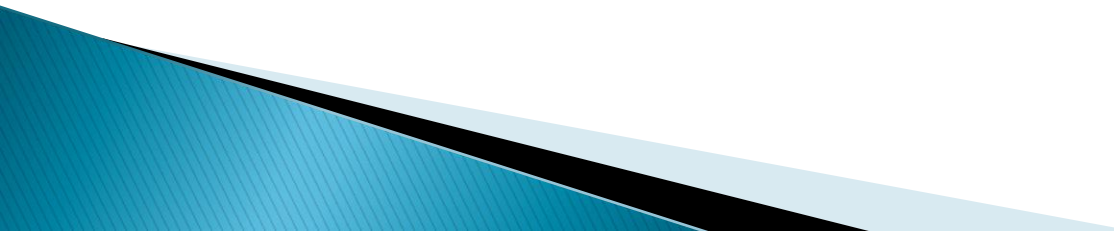
# Choose The Best Solution

When we try to resolve conflicts, some solutions are better than others.

- ▶ The best conflict solutions do not hurt anyone and everyone involved in the conflict can say “That’s okay with me”.
- ▶ When you have come to a solution that everyone can agree with, then you have to be responsible for carrying it out.
- ▶ If things do not work out then you need to go through the whole process again to see how it could be improved.

# On the Same Page

All of us can improve in the ways we can handle conflict.

- ▶ There should be a general consistency between what we do and what we ask children to do.
  - ▶ If we want children to listen to each other we need to model that skill.
  - ▶ If we want them to be respectful, we need to treat them with respect.
- 

# Parent Tips

Parents and families play a critical role in helping children manage anger and conflict.

Consider this.....

How do you negotiate?

Do you listen to and consider the other person's point of view?


Do you admit it when you realize you are wrong?

Do you say you're sorry?

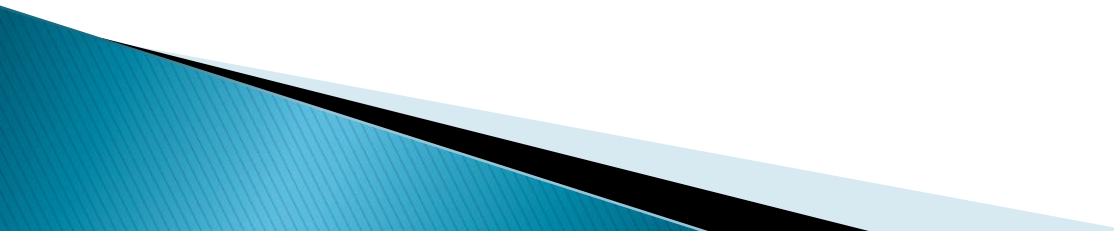


# Parent Tips (cont'd)

Children are more likely to fight when they feel powerless. So....

- ▶ Give your children a voice in family discussions and decisions.
  - ▶ Give your children other options to use when facing conflict: find ways to compromise, count to 10 before responding, or ignore the problem temporarily.
- 

# REMEMBER

- ▶ **ASK** about the problem
    - Say what you feel
    - Listen to the other person
  - ▶ **BRAINSTORM** solutions
    - Think of as many solutions as you can
    - Seek input from a neutral person
  - ▶ **CHOOSE** the best solution
    - Stick to what you have decided
    - Talk again if the solution is not working
- 

# Caring, Respect, and Community

- ▶ Conflict resolution is not easy. It takes everyone involved to work together willingly and to accept and carry out what has been decided.
- ▶ Parents, teachers, and counselors can help you to learn more skills for resolving conflict and become a more confident and responsible person.



# WEBSITES

Please refer to any of these websites for conflict resolution solutions and additional resources..

[www.depirc.org](http://www.depirc.org)

[www.learningpeace.com](http://www.learningpeace.com)

[www.webster.edu](http://www.webster.edu)

[www.atriumsociety.org](http://www.atriumsociety.org)

[www.tolerance.org](http://www.tolerance.org)

[www.pbskids.org](http://www.pbskids.org)

Peace Will Forever Remain An Ideal  
Unless We Understand The Root  
Cause Of Conflict.



# Have questions?

PIC is your **P**arent **I**nvolvement **C**onnection!!

For more information contact a Family–School Partner in your county:

## **New Castle County**

Jill Simonds  
5570 Kirkwood Highway  
Orchard Commons Business Center  
Wilmington, DE 19808  
(302) 999–7394  
[jsimonds@picofdel.org](mailto:jsimonds@picofdel.org)

## **Sussex County**

Denise Vansant  
P.O. Box 166  
Georgetown, DE 19947  
(302) 856–9880  
[dvansant@picofdel.org](mailto:dvansant@picofdel.org)

## **Kent County**

Stephanie Wagner  
P.O. Box 317  
Camden–Wyoming, DE 19934  
(302) 535–8750  
[swagner@picofdel.org](mailto:swagner@picofdel.org)