

Conflict Resolution Strategies



De-escalate the situation by ensuring safety first.

Move away from shame and towards problem solving.

Mediations between siblings:

- Parent sets expectations and these are written down and discussed ahead of time
- Use a talking stick (or object)
- Set a timer for each sibling to explain his or her side of the story (use the same amount of time for each child and parent)
- Identify the key players

Respond to the challenging behavior by asking:

- What happened?
- What were you thinking at the time?
- Who has been affected by what was done?
- What do you need to do to make things right?
- What do you need from others to make things right?

Help those harmed by others actions by asking:

- What did you think when you realized what happened?
- What have your thoughts been since?
- How has this affected you and others?
- What has been the hardest thing for you?
- What do you think needs to happen to make things right?

Remember these steps:

- Deescalate and focus on feelings
- Use a team approach and allow silence
- Recognize personal limits and use non-judgemental language

