High Scope Conflict Resolutions Steps

Caregivers and parents may use these six steps to teach children how to resolve conflicts.

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**

   Say something simple such as “You look really upset”; let children know you need to hold any object in question.

3. **Gather information**

   Ask “What's the problem?” Do not ask “why” questions.

4. **Restate the problem**

   “So the problem is...” Use and extend the children's vocabulary, substituting neutral words for hurtful or judgmental ones (such as “stupid”) if needed.

5. **Ask for ideas for solutions and choose one together**

   Encourage children to think of a solution, but offer options if the children are unable to at first.

6. **Be prepared to give follow up support**

   Acknowledge children's accomplishments, e.g., “You solved the problem!” Stay nearby in case anyone is not happy with the solution and the process needs repeating.