

Conflict and how we can manage it?

Do the right thing

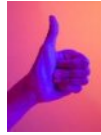


Do
THE
Right
THING



Classroom rules and charters helps us to understand and recognise the best way to behave

Be a good citizen



Peer mediation training will help with conflict resolution

Respond with love



By loving thy neighbour as yourself you will be loving others unconditionally and generously, just as you love yourself. Mark 12:31

Respond with
patience



Use skills such as listening, sharing feelings and points of view, empathising, compromising and 'giving and taking'

Conflict Resolution



Create a positive outcome for all parties.

Be a positive listener



Don't Interrupt Let people speak when they are ready. Give them as much time to speak as they need. Silence is not a bad thing.

Make eye contact Don't stare but do look at people. This shows them that you are paying attention.

Ask helpful questions This will help you to find out what happened and how they feel.

Stay calm Even if you do not agree with what they say or a problem is serious, try to stay calm. You can get help from an adult at any time you need it.

Don't talk down to people They may be younger but they still deserve to be treated as an equal.

At school we can:



Model good behaviour and follow the rules.



At home you can:

Model good behaviour at home, in the community and everywhere you go.



THINK IT.

Vocabulary Tier 2

kindness
positive
charter
conflict



BELIEVE IT.

Vocabulary Tier 3

mediator
empathy
compromise
Citizen
Communication



LIVE IT.