



# Resolving Students' Conflicts

1

**Ask** students to write names, date, and details of the issue to be solved on a 3x5 card.

Date: 6/1/2007

Name: Johnny and Willie

Issue: Willie took my pencil while I was working on my homework.

2

Before meeting with students, **review** the issue and **determine** possible consequences.

3

**Ask** the author of the item if the issue is still a problem. Many times the students will resolve the issue before conflict resolution takes place.

Praise students for choosing to solve the problem peacefully.

4

If the problem was resolved, **encourage** students to share how they solved their problem.

Remind students involved that they will have an opportunity to tell their side of the issue and not to interrupt when others are speaking.

5

If students still have an issue to be resolved, have the author **share** his/her side of the story. You might ask students to use an **I Message** to summarize the incident.

"I feel (emotion) when you (behavior) and I would like you to stop please."

6

If the stories are drastically different, you may need to ask for **witnesses** to help clarify discrepancies.

7

If one student is clearly at fault, he/she may offer an **apology**.

8

**Enlist** the ideas of students to share consequences if an apology will not suffice or refer to your list of possible consequences.

For example, if a pencil was in fact taken, then the pencil ought to be replaced.

9

**Closure:** Be sure to provide feedback/compliments at the end of the meeting.

10

Keep a record of all incidents and share information with parents and administrators.

Consequences should be reasonable and related to the offense.

### Pro Tips:

- Start by asking each student if they are ready to have the conversation. This is most effective when each student is approached individually, before they are brought together to begin resolution.
- When the students are together, remind them that they are not in "trouble". Students are often guarded because they are **anticipating drastic consequences** and an adult's demeanor can suggest that drastic consequences are the only option. The purpose of Conflict Resolution is not for a student to feel like they are in "trouble", but instead to problem solve and strengthen relationships.



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