

Figure 6.14: Steps and Considerations for Conflict Resolution

Steps	Actions and Considerations
Take a breath and calm down.	Students should have an identified strategy they use to calm themselves and be prepared to listen to another person's point of view.
Listen and discuss.	<p>Students should have a strategy or framework they use to gain the opinions of others and hear their points of view. They should be prepared to ask clarifying questions. Using sentence frames such as the following helps students who have difficulty expressing themselves.</p> <p>Example:</p> <p>Student 1: When you _____, I feel _____ because _____. I wish you would _____.</p> <p>Student 2: I understand that when I _____, it made you feel _____ because _____.</p>
Own the mistake.	Students should be prepared to accept responsibility for their actions and admit they were wrong or should not have done a particular action. They should admit they understand their actions hurt another person.
Brainstorm.	Students openly discuss options for how to handle a similar situation in the future.
Make a plan.	Students agree on a plan for what they will do in the future.
Move on.	One student apologizes for the wrongdoing, and the other accepts the apology.