

ANDREW NEUFELD AND
REBECCA FARNELL PRESENT:

MARCH 11TH
7-8 PM
SACRED
HEART
SCHOOL

CONFLICT RESOLUTION

Conflict is an inevitable part of life. Each person has unique perspectives, values, backgrounds and opinions. Because of this, people are not going to agree all the time. Conflict is a normal part of everyday when living, working and learning with diverse groups of people. To effectively solve problems, conflict resolution skills are essential. When conflict is resolved effectively, it leads to many benefits such as accomplishing goals, building understanding, strengthening relationships and developing empathy. If conflict is ineffective, it can lead to personal dislike, broken relationships, coercion, manipulation, bullying, threats or aggression. Changing the way we approach conflict can be challenging because it means changing habits. However, with practice and commitment, we can build new neural pathways that make effective conflict resolution possible. Parents can positively impact their children's relationships with their friends and siblings by modelling and teaching mediation and conflict resolution skills.

PARENT
WORKSHOP

CONFLICT RESOLUTION

GUIDELINES

MEDIATION SKILLS

1. COOL DOWN
2. SHARE, LISTEN AND CHECK
3. TAKE RESPONSIBILITY
4. BRAINSTORM SOLUTIONS
5. CHOSE A SOLUTION
6. AFFIRM, FORGIVE OR THANK

1. LISTEN
2. WAIT TURNS BEFORE SPEAKING
3. USE RESPECTFUL LANGUAGE
4. USE CALM VOICES
5. BE HONEST

1. ASKING CLARIFYING QUESTIONS
2. EMPATHY AND PERSPECTIVE TAKING
3. DEVELOP A SENSE OF FAIRNESS
4. NON-VERBAL COMMUNICATION
5. EMOTIONAL COMMUNICATION

CHILD CARE
PROVIDED