

**Self-confidence
& self-awareness
and**

**Managing feelings & behaviour
in conflict resolution**

1. **Approach calmly** and stay **neutral**: do not add new emotions into the situation. Stop any hurtful actions without judging or talking about them. They are the symptom not the problem. . If one child has been hurt give them **more** attention than the child who has hurt them, but be sure to reassure **both** children that things will be ok.
2. **Acknowledge feelings**: The children's emotions are the key: the children feel their wellbeing or their needs are threatened. In their **behaviour** they are doing the best they can to look after their needs. We must help them find a better way to do this. We begin by naming the children's emotions and showing them empathy. This helps to develop emotional **self-awareness** and to understand others' emotions. It shows that you understand them and they will feel confident that you will help them to ensure their needs are met. Tell the children that you think that *they* can find a way to fix the problem. This helps to build **self-confidence**.
3. **Gather information**: Ensure each child has a chance to say what they want and what has happened. Don't ask 'why' or 'how' - it is too complicated at this age.
4. **Re-state the problem** and check with the children to see if they agree that you have identified the problem.
5. **Ask for ideas for solutions and choose one together**: Respect and explore all of the children's ideas, even if they seem unrealistic. Work together to develop a clear and simple solution.
6. **Be prepared to give follow-up support** and check later with each of the children to make sure that you have helped them to fix the problem.