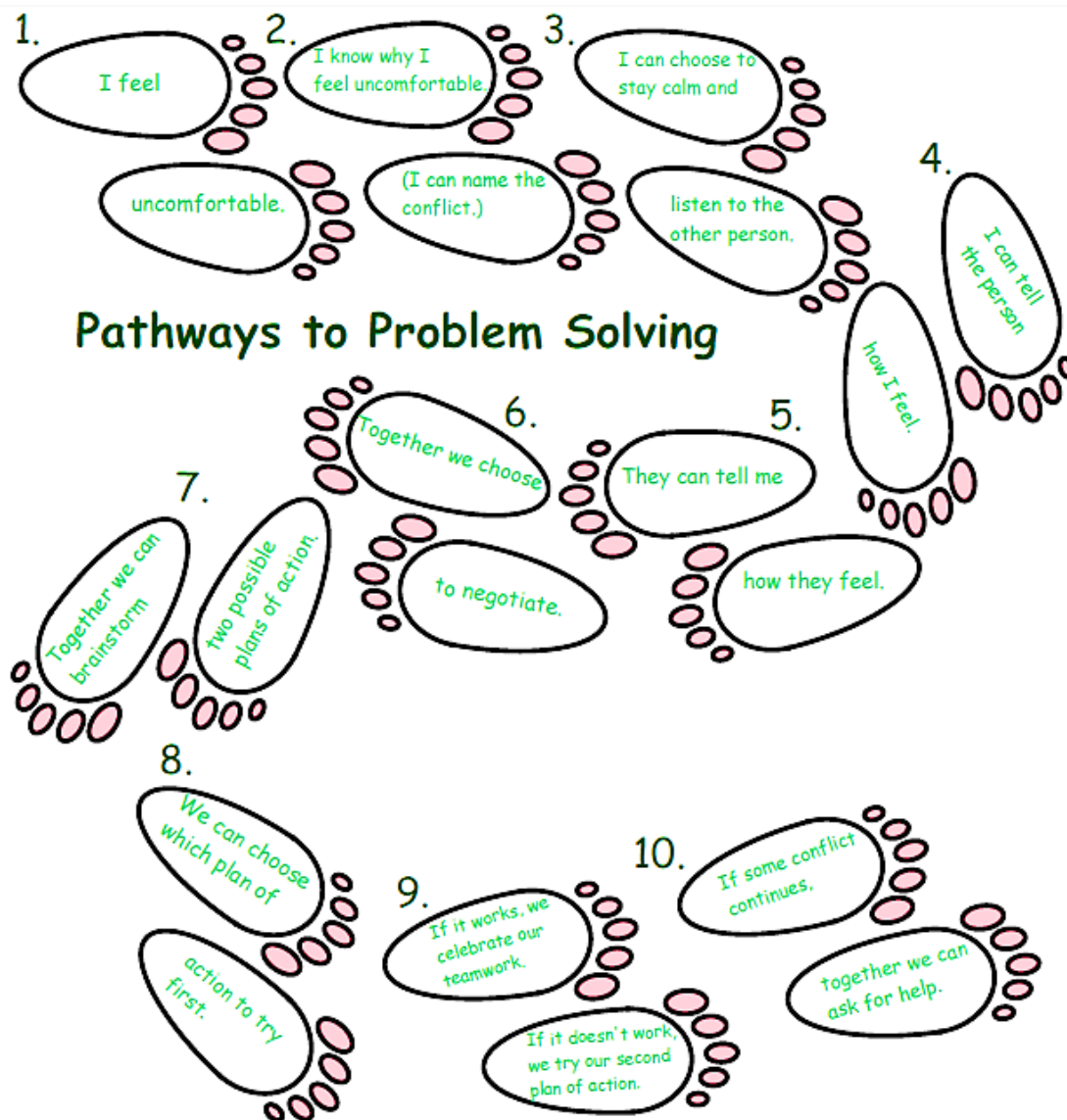


Learning Conflict Resolution

Through Start Smart Stay Safe (S4), your child is developing and practicing effective problem solving skills using the “Pathways to Problem Solving” model for conflict resolution. Learning these skills demonstrates that problem solving involves many steps. As your child learns to navigate through the steps, he or she is learning that there are many ways to solve problems successfully.

The “Pathways to Problem Solving” Model

“Pathways to Problem Solving” is a problem solving model that your child may be learning at school through S4. Take some time with your child to go through and discuss what each step means and why it might be important.



Here are a few more detailed instructions you can consider as you explore the “Pathways to Problem Solving” model with your child:

- #1 Recognize that a conflict may exist (I feel uncomfortable).**
Describe the wants and the needs of the 2 people who have different points of view.
- #2 I can name the conflict/issue.**
Describe the main problem or challenge facing the 2 people involved.
- #3 I can choose to stay calm and listen to the other person.**
Describe what might happen if both people involved in the issue decided to stay calm and listen to each other?
- #4 I can tell the other person how I feel using respectful language.**
If both people involved in the issue met to have a conversation, what respectful words could one person use to express their wants and needs?
- #5 The other person can tell me how they feel using respectful language.**
If both people involved in the issue met to have a conversation, what respectful words would the other person use to express his/her wants and needs?
- #6 Each person repeats what they believe the other person said.**
Examine the needs and wants of both people involved in the issue. Were there any similarities? Describe the similarities.
- #7 Together we choose to negotiate.**
Were there 1 or 2 different opportunities when the problem was taking place that the people involved should have considered negotiating? Describe the 1 or 2 of these moments and explain why those particular moments would have been the perfect time to stop and begin negotiations.
- #8 Together we brainstorm two possible plans of action.**
Using the 1 or 2 moments that you believe it was best for both people to stop and begin negotiation, what are 2 plans of action for both people to consider that could change the outcome of the issue for both of the people involved?
Remember you want all of the people involved in the issue to find a peaceful and safe resolution.

- #9 We choose which plan of action to try first.**
Review both of your plans of action from step #8. Consider the consequences of both plans. Which plan of action would be **the most** beneficial for both of the people so that they can continue to live safely and peacefully?
- #10 If it works, we celebrate our teamwork and if it doesn't we try our second plan of action.**
Plan A works: What would be a great way for both of the people involved to celebrate their successful problem solving? Try to find a solution that would benefit others in the community as well. For example: volunteering at the Food Bank, Big Brothers or Big Sisters, Boys and Girls clubs, a seniors facility or signing up to be a Snow Angel, etc.
Using Plan B: How would Plan B still support a peaceful resolution and once the plan has finalized, how would you have both of the people involved celebrate their successful problem solving?
- #11 If some conflict continues, together we can ask for help.**
What support systems could be in place for both of the people involved in the conflict? Are there other people in the community available to help and how could they help find a peaceful resolution? Or could you suggest other support groups/programs (such as the police, coaches, school staff, elders, community leaders, religious leaders, government officials, etc.) that could become involved to help find a peaceful resolution?
- #12 Together work at getting along.**
What supports/actions should both of the people involved consider so that they live in harmony within their community in the future? Remember that getting along takes work, so both people should consider finding ways to support each other.

Solving Problems at Home

Next time you experience some conflict in your family, take a step back and set aside a time with your child to go through each of these steps to solve the problem.

By looking at the "Pathways to Problem Solving" model as a family, you and your child can use the 12 steps of problem solving to look at the different points of view of problems that may exist in at home, in the community, or at school.

