



New Orleans  
OUTREACH

## Conflict Resolution Techniques

<b>Strategy</b> To be used for solving disputes between two students	<b>Example</b>
1. Take both students aside in the hallway or other area where undistracted conversation can occur.	
2. <b>Frame</b> the conversation.	“I am going to ask each of you some questions, and you will take turns answering. I will give each of you equal time to answer, so it is important that you do not interrupt when it is not your turn.”
3. Ask each student to tell you <b>what happened</b> . The student should speak to you.	“Stacy, will you please tell me your understanding of what happened? “David, now it’s your turn to tell me your understanding of what happened.”
4. <b>Listen</b> , ask questions when necessary, but do not allow the students to speak out of turn.	
5. Ask each student what he/she <b>needs</b> from the other.	“Stacy, now that this has happened, what do you need from David in order to be able to calmly return to the group without continuing this situation?” (same question to David)
6. <b>Restate</b> what was said by each. This will help you to be clear, and it will let the students know that you were listening and taking them seriously.	
7. Ask each student if he/she can <b>meet</b> the other’s needs.	“David, Stacy needs you to stop kicking her desk. Do you think you can do that?” “Stacy, David needs you to stop rolling your eyes at him. Will you do that?”

<p>8. If the student answers “yes,” continue to #9. If the student cannot agree to the request, tell him/her that the class will continue, but you cannot allow him/her back into class until you know that this situation will not continue. Give the student time to think about the options and ask again at the end of the other student’s steps. If there is still no agreement, ask the student to report to the school outreach coordinator.</p>	
<p>9. Ask each student to <b>tell</b> the other how he/she will meet the other’s needs.</p>	<p>YOU: “David, I need you to tell Stacy that you will stop kicking her chair.” DAVID: “Stacy, I will stop kicking your chair.” (repeat with Stacy)</p>
<p>10. <b>Praise</b> each student for agreeing to a solution that will allow peace and a return to the group.</p>	<p>“Stacy, now that you will not be rolling your eyes, and, David, now that you will not be kicking David’s chair, I think you will both be able to happily participate in the activity. Thank you for working together to solve this problem.”</p>
<p>11. Offer your <b>support</b> for each student’s effort to change his/her behavior.</p>	<p>“It might not be easy to change your behavior, but I know that each of you will be trying. Please be patient as the other person tries to do what you need. I will also try to remind you both if I see you doing what you have agreed not to do.”</p>
<p>12. <b>Re-enter</b> the class together.</p>	<p>“Now, we can go back to class together, and we can work on getting along more happily.”</p>