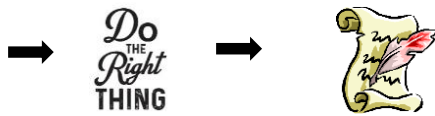




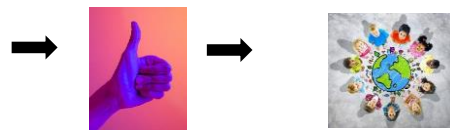
**Conflict and how we can manage it?**

**Do the right thing**



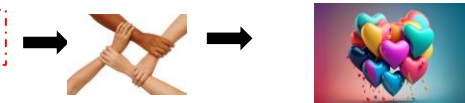
**Classroom rules and charters** helps us to understand and recognise the best way to behave

**Be a good citizen**



**Peer mediation training** will help with conflict resolution

**Respond with love**



**By loving thy neighbour as yourself** you will be loving others unconditionally and generously, just as you love yourself. Mark 12:31

**Respond with patience**



**Use skills such as** listening, sharing feelings and points of view, empathising, compromising and 'giving and taking'

**Conflict Resolution**



**Create a positive outcome** for all parties.

**Be a positive listener**



**Don't Interrupt** Let people speak when they are ready. Give them as much time to speak as they need. Silence is not a bad thing.

**Make eye contact** Don't stare but do look at people. This shows them that you are paying attention.

**Ask helpful questions** This will help you to find out what happened and how they feel.

**Stay calm** Even if you do not agree with what they say or a problem is serious, try to stay calm. You can get help from an adult at any time you need it.

**Don't talk down to people** They may be younger but they still deserve to be treated as an equal.

**At school we can:**



Model good behaviour and follow the rules.

**At home you can:**



Model good behaviour at home, in the community and everywhere you go.



**Vocabulary Tier 2**  
kindness  
positive  
charter  
conflict



**Vocabulary Tier 3**  
mediator  
empathy  
compromise  
Citizen  
Communication

