OBJECTIVES

• Understanding conflict
• Tips for addressing conflict
• Communication guidelines
• Ground rules for handling conflict
• Problem solving
• Resources
UNDERSTANDING CONFLICT

• Conflict occurs when people perceive a threat to their needs, interests or concerns
• People respond on the basis of their perception
• Conflicts are a normal part of life
• Conflicts present an opportunity for growth
• Good problem solving skills are essential
COMMUNICATION GUIDELINES

- Do not escalate along with children – remain calm and speak in a soft to moderate tone
- Invite everyone to sit down
- Allow time for cooling off if necessary
- Respect personal space
- Assure children that you are interested in hearing what they have to say
COMMUNICATION GUIDELINES

• Treat the child with respect, and teach them to treat you with respect

• Use “I” statements

• Be specific – avoid terms like: “always,” “never,” “everyone” and “nobody”

• Listen attentively
GROUND RULES FOR HANDLING CONFLICT

• One person talks at a time
• Each person speaks for himself/herself
• No physical fighting
• No emotional or verbal abuse (no name calling, hurtful personal attacks, profanity, ignoring or berating)
GROUND RULES FOR HANDLING CONFLICT

• Discuss only one issue at a time
• Do not bring up old issues
• Do not blame others
• Use good eye contact
• Take a time out if needed – agree on a time to follow up
PROBLEM SOLVING

• Ask the child to talk about their view of the problem and then tell them your view

• Talk with the child about what they said or did, and then explain what you said or did in creating the problem

• Have each person describe how they feel and then have them describe how they think the others are feeling
PROBLEM SOLVING

• Brain storm solutions – list as many possible solutions as you can think of
• Choose one solution
• Try the solution
• Get together later to discuss whether or not the solution worked
PROBLEM SOLVING

- Model good problem solving behavior for children – talk out loud in front of children in a problem solving manner
- It is helpful for children to see adults express their feelings in an appropriate way
- Help children label all of their feelings and express them appropriately
PROBLEM SOLVING

Guide children to use problem solving skills through questions such as:

“It looks like you have two options”

this (option) OR or that (another option).

What do you think would work best?”
CONSIDERATIONS FOR YOUNGER CHILDREN

Younger children:

- Have poor impulse control
- Need lots of repetition
- Require patience from the caregiver
- Need the caregiver to model appropriate behavior
SUMMARY

• Conflict is a part of life

• Conflict provides opportunities for growth

• It is important for children to learn good problem solving skills

• It is important for children to learn to identify and express emotions appropriately

• Adults can take advantage of many natural “teachable moments”
QUESTIONS?
RESOURCES

• Military Community Services
• Chaplain and Local Clergy
• Military OneSource (800) 342-9647
• TRICARE: www.Tricare.mil
• Behavioral Health Services
REFERENCES

- Skills Training for Children: A Parent and Therapist Guidebook by Michael Bloomquist
- Building Character and Community from the Creative Teaching Press