



# Project DITEAM12

Diverse and Inclusive teams for children under 12

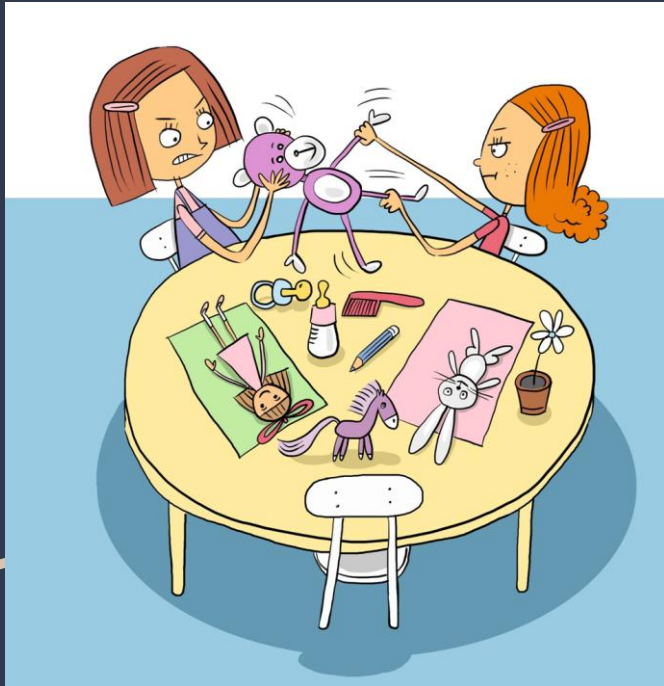
Problem solving and conflict  
resolution skills



Asociación  
**Mi Hijo y Yo**



# What will you learn today?

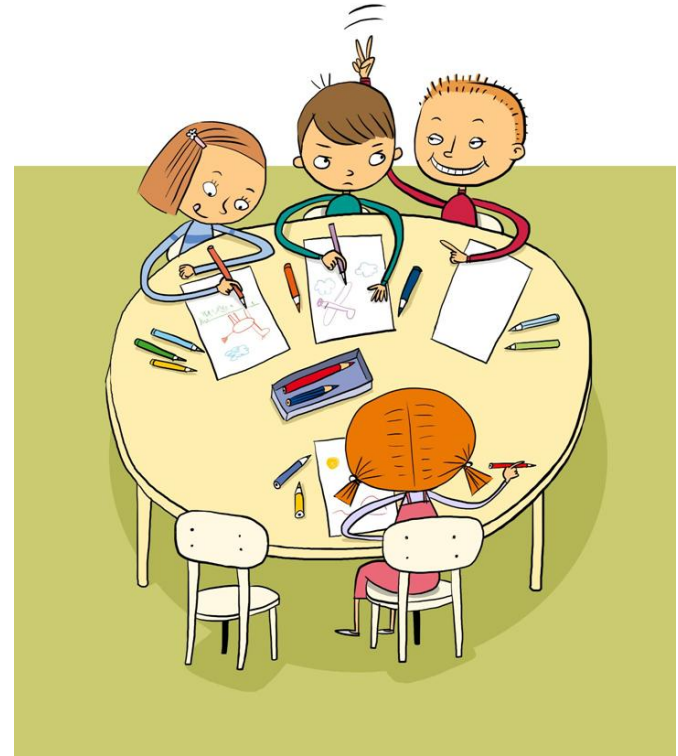


- What are problem solving and conflict resolution skills?
- Why are they needed?
- How can this competence be achieved?



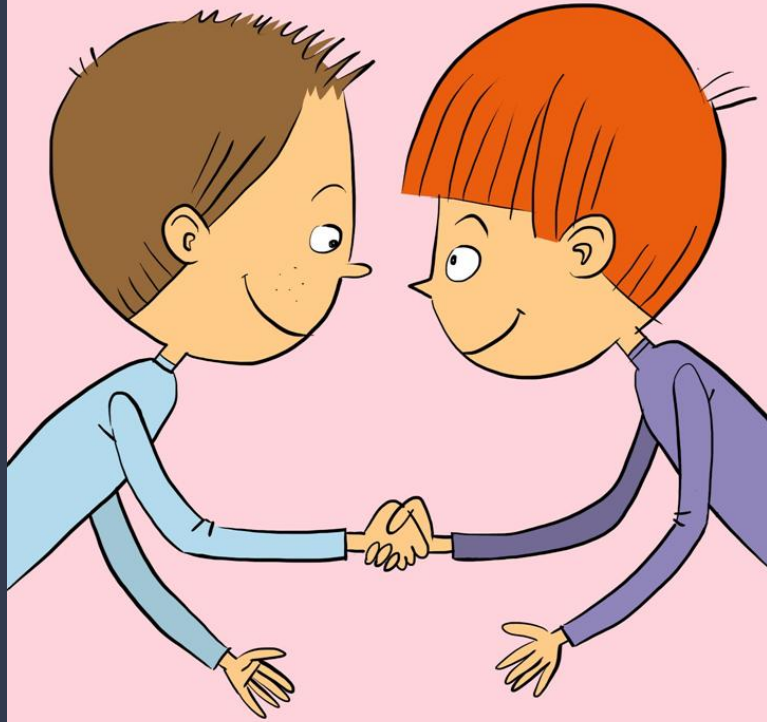
# What is this competence?

Problem solving skills are a set of abilities that allow a person to resolve problems and conflicts in calm and constructive manner.





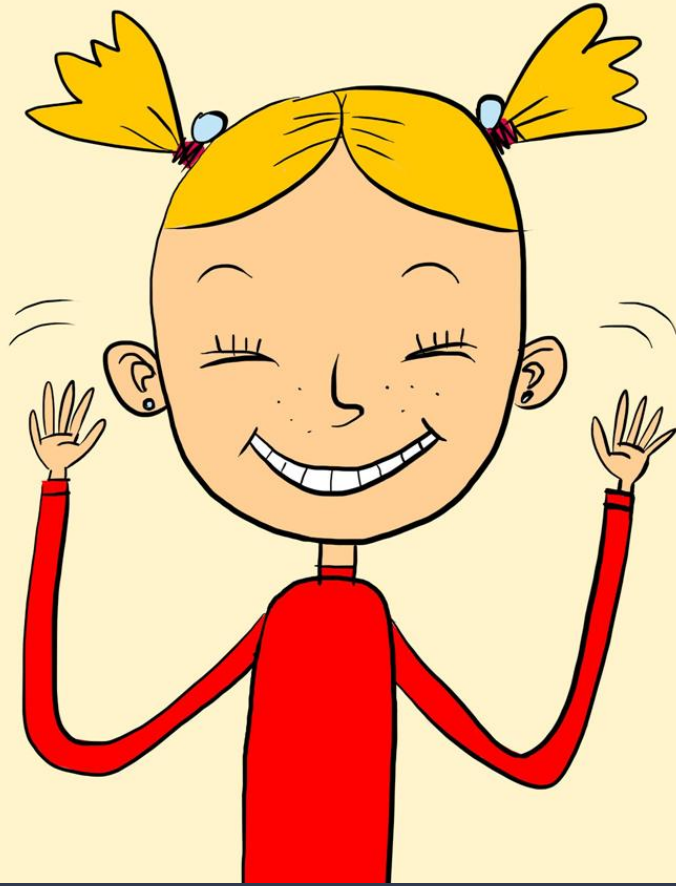
# Why is this competence needed?



- If children don't know how to solve problems constructively, conflict often ends up with the strongest participant gaining the upper hand.
- When this happens, everyone actually loses - the more assertive children learn that they can get their way by force.
- The other children will learn to see conforming as a way of making friends.



# Why is this competence needed?



It is therefore important to teach children to resolve conflicts constructively. As a parent or coach, you can take on the role of a mediator and help find a solution that is satisfactory for everyone involved.

# Mediating disputes and guiding children to independent decision-making

## 3 steps:

- Identify and summarize the problem
- Invite children to suggest solutions
- Let them choose



## Step 1: Identify and summarize the problem



- Identify the problem: "What happened?" The aim is to summarize the situation together and learn about the positions of the actors - what is happening, what is the dispute about, who wants what, etc.
- It is not an investigation! The teacher's task is to say aloud the information about the situation - a summary.



## Step 2: Invite children to suggest solutions



- Invite children to make suggestions on how to solve the problem. If more than one similar suggestion comes up, generalize them into the simplest possible positions.
- Eventually, remind children of other options if they have not named them themselves.





## Step 3: Let them choose



- Give the children a choice – the decision is theirs. The teacher discusses the options with the children and shows them the consequences of their choices. They (the disputants) will make the decision themselves.
- The teacher must accept their decision. (S)he had the opportunity to change it in the previous step, when she should have outlined the consequences of a wrong choice. Now she must no longer intervene, as it would no longer be the children's independent decision.



## Step 4 (continued)



- Even if they chose wrongly, she must let them implement the solution. (Unless it is a destructive or aggressive solution, which would of course lead to her further intervention, which we have shown in the chapter on aggressive behaviour).
- At the end, the teacher can praise them - commenting in descriptive language and highlighting their competence to solve problems.

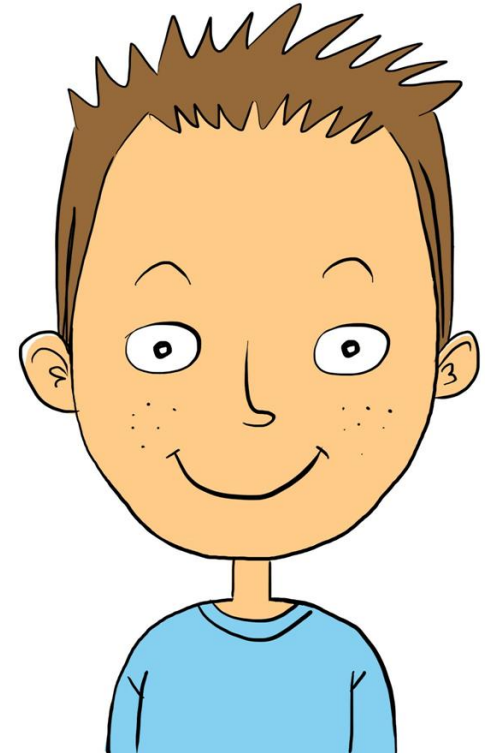


# Activities

Discuss these four steps with children during planned activities as prevention and practice:

1. What is the problem?
2. What are the possible solutions?
3. What are the consequences of each solution?  
(What happens if I do...?)
4. Choose what represents the best solution.

Discuss the different problems and conflicts with the children and keep to this four-step scenario.  
Children will memorise it over time and automate it.





# Good Practices

Talk to children when they are solving a problem and guide them in their search for a solution with appropriate questions and comments.

When solving a problem on your own, think out loud when making decisions and in such a way and at such a pace that the child grasps the essentials.



# Think!

1. What is your attitude towards conflict resolution? What is your most common way of resolving conflicts?
2. How much space do you give children to find their own way of resolving conflicts and to exchange opinions?
3. In what ways do you encourage children to behave responsibly?
4. Which behaviors of children bother you the most? In what ways do you manage them so that you can maintain your professionalism?
5. How successful are you in giving children space for self-reflection?
6. What does making a mistake mean to you personally?



# Further resources

**Problem Solving with Children  
- Incredible Years**

<http://www.incredibleyears.com/download/resources/parent-pgrm/Advance-Program-Handouts-Problem-Solving-with-Children.pdf>





# What have you learnt?

- Problem solving skills are a set of abilities that allow a person to resolve problems and conflicts in calm and constructive manner.
- It is important to teach children to resolve conflicts constructively.
- You can adopt a 4-step strategy to teach children solve problems: identify the problem, summarize the problem, invite children to suggest solutions, let them choose their own solution



# Sources

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