



## AISHA & DAVE CRUMBINE

Hosts of  
The Teaching Gab

### THE TEACHING GAB

Where we gab about the  
gap, the teaching gap  
This is the space where we  
share teacher and parent  
problems and do our best to  
offer strong solutions

### EPISODE 8

Conflict Resolution (Take 2):  
How we help our 6 and 8  
year olds to solve their  
problems like pros

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## CONFLICT RESOLUTION TEMPLATE

### 1. CAN YOU TELL ME WHAT'S WRONG?

Have the person accused of doing something wrong ask the person most offended this key question to begin the dialogue. *Keep in mind: The person who asks the questions is not allowed to interrupt at all.*

### 2. LISTENER SAYS BACK WHAT S/HE HEARD

The offended person will feel heard and will have an opportunity to clarify any missed points

### 3. SWITCH LISTENER/SPEAKER

Switch so the person who's offended asks the accused "Can you tell me what's wrong?" and then plays back what s/he heard.

### 4. MEDIATOR PLAYS BACK WHAT S/HE HEARD FROM BOTH

This is why notes come in handy. You get to put the pieces together and ask questions to fill in any gaps. This is so important because once both people feel heard, emotions begin to subside.

### 5. DO YOU SEE WHAT'S WRONG HERE?

Mediator turns to the person most in the wrong and asks this question. Help them see where they went wrong so they can find solution.

### 6. WHAT'S THE SOLUTION?

Again, this is for the person most in the wrong and will likely involve a specific apology. *Keep in mind: An apology only counts if it specific: "I'm sorry for \_\_\_\_\_"*

### 7. WHAT COULD BE DONE DIFFERENTLY?

Conflict happens. How will you handle this type of situation differently next time?

### 8. ANY QUESTIONS? X2

This is the last opportunity to talk about this issue, so ask both kids if there anything else they need to say.

### 9. MAKE IT HAPPEN

Charge the person more in the wrong for making the solution happen. Go do it. (Stay and watch!)

### 10. SEAL THE DEAL W/A HIGH FIVE, HUG OR HANDSHAKE.