

Conflict Resolution

Conflict resolution is an inherent aspect of maintaining a safe, healthy, and well classroom environment. While supporting your remote learner, consider using some of the following strategies:

Identify the Conflict

Try: "I can see you are upset, what is wrong?"

Tip: This step may require a period of "cool-down" before your learner is ready to talk.

Understand the Conflict

Try: "Why did that make you upset?"

Tip: Don't offer solutions at this step, let your learner fully express their feelings. Make sure everyone feels heard.

Share Responsibility

Try: "I wish I did ___ differently. What could you have done differently?"

Tip: We are not placing blame, simply acknowledging that all parties played a role in the conflict.

Brainstorm Solutions

Try: "What do you need in order for this solution to work?"

Tip: Compromise is challenging, offer ways to reframe expectations.

Choose a Solution

Try: "The solution that seems to meet everyone's needs is ___."

Tip: Find common ground by eliminating solutions that will not work for anyone.

Express Gratitude

Try: "This was challenging to work through, thank you for collaborating."

Tip: This can also be a time for apologies and forgiveness if it is appropriate.

