



# HOLY TRINITY ENNISKILLEN

**Policy on Resolving Conflict**

**Policy approved by Board of Governors**

**Dated**

**Signed**

**Review Date**

## Holy Trinity Preschool

In Holy Trinity Preschool we aim to create a happy caring environment where all pupils feel safe, secure and valued. If conflict arises it will be dealt with in a calm and supportive manner.

Practical ways to resolve conflict:

1. Staff approach the children having the problem, quickly and calmly

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2 Staff will calm the situation and inform children that an adult will listen to each child in turn.

- Acknowledge feelings by suggesting simple statements.
- Gather information from the children.
- Restate the problem, using children's language as much as possible.
- Ask for solutions from the children and then choose one together
- Be prepared to give advice.

### REMEMBER

- Position yourself at children's physical level
- Remain neutral
- Do not impose solutions
- If children can't agree, ask them if they would like to hear your ideas
- Re-phase any hurtful language.

Staff will continue to monitor the situation and encourage the development of positive relationships.