



## See - Agree - Empathize - Strategize

### 4 Steps to Peaceful Problem-Solving after Conflict

How you communicate with your child about conflicts has the strongest impact on how s/he will manage and prevent conflicts in the future. Once upset emotions have simmered down, use these 4 steps to resolve conflicts and peacefully problem-solve with your child.

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**See** the situation from your child's eyes. **Listen actively with curiosity and patience.** Ask OPEN-ENDED questions. What feelings are underneath the words?

*Tell me more...*

*Then what happened?*

*What were feeling?*

*What happened next? How did it end?*

***What bothered you the most about...***

**Agree** with the nugget of truth - **what your child wanted** so your child feels heard. Restate your child's words. Reflect your child's perspective, emotions, and wants in the situation.

*No one listened to your idea.*

*You thought it was unfair that...*

*You felt upset (hurt, sad, mad...)*

***You really wanted to play with them.***

**Empathize** with genuine care. Validate and normalize your child's emotions.

*I can see that upset you.*

*That must've been hard/hurtful/confusing.*

*Everyone feels that way sometimes.*

***I am sorry that happened to you.***

***I am sorry it didn't go the way you hoped.***

**Strategize** a solution together. Ask first. Then brainstorm possible solutions.

*What do you want to do about it?*

*What will you do **next time** this happens?*



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*Do you want some suggestions?*

*Let's brainstorm some possible solutions or better ways to get what you want when this happens in the future.*



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