



Effective conflict management skills

During primary schools children go through many stages of making friends and along the way will experience ups and downs with friends. Friendships teach children about getting along, solving conflict, values, empathy, social connection and having fun! There are some helpful ways that children can solve conflict by using assertiveness skills rather than being aggressive or passive. Kids love to learn about ways to behave through the use of fun visuals and the animals below can be a helpful way to explain appropriate ways to treat friends.



Timid Turtle – passive, withdraws, does not speak up, peacemaker, blames self



Loud Lion – aggressive, loud, dominating, considers only their point of view, blames others



Wise Owl – knows when to seek help and when to try to solve it independently



Friendly Fox – considers everyone's point of view, confident, self-protective, self-aware

Ineffective conflict management skills

- Arguing
- Physical aggression
- Blaming others
- Withdrawal
- Manipulation of other friends
- Avoidance
- Backing down
- Always being a peacemaker
- "Someone is right and someone is wrong"
- "Someone wins and someone loses"



Effective conflict management skills

- Assertiveness
- Compromising
- Negotiating
- Using a problem solving approach
- Ability to talk about their feelings
- Ability to express needs without being demanding
- Understanding other's perspective
- Flexibility
- Ability to take risks
- Understanding of social situations
- Knowing when to seek help
- View the conflict as a problem that needs to be solved

