CONFLICT MANAGER SCRIPT

1. Ask both kids if they are willing to talk it out and try to solve the problem.
   - **CM 1:** Hi. My name is _____ and this is my partner _____. We're here to help. It looks like there's a problem. Would you like help solving your problem?
   - **CM2:** First, we need to agree on some rules for solving problems: Please listen without interrupting, no put downs, or *bucket dipping*. Also do you agree to try to solve the problem?
   - **CM 1:** Do you both agree to these rules? Good. (Turn to student 1) What's your name? Please tell us what happened.
   - **CM 2:** (turn to student 2) What's your name? Please tell us what happened.
   - **CM 1:** (turn to student 1) What do you think needs to happen for this problem to be solved?
   - **CM 2:** (turn to student 2) What do you think needs to happen for this problem to be solved?
   - **CM 1:** Does that solution work for both of you?
   - If the students agree, then allow them to apologize or put closure to their problem. Congratulate them for solving their problems peacefully.

2. If they are still on the emotional escalator, ask them to choose a technique in the ABC tool box.
   - What ABC tools have we learned that can help us solve this problem?
   - Have them take 5 slow, deep breaths.
   - Remind them to *use their lid* and *stop, think, and try* to understand what might be happening. (*Have You Filled a Bucket Today?*)
   - Remind them of the *5 Rules for being a Free Fish* (*Simon's Hook*)
   - Help coach them use "I" messages to get off the emotional escalator.
   - *THINK- Is it (T= true H=helpful, I=inspiring, N=necessary, K=kind)?*
   - Ask if they can *reconsider* and *offer a second chance.*
   - If the problem is too big to handle, find the designated adult to help.

3. If they are not willing to talk it out and try to solve the problem, give support by saying:
   - Well, you can either try to solve your problem peacefully or we can get a yard duty for you. Let's take a minute to think about this.
   - Would you like to try again?