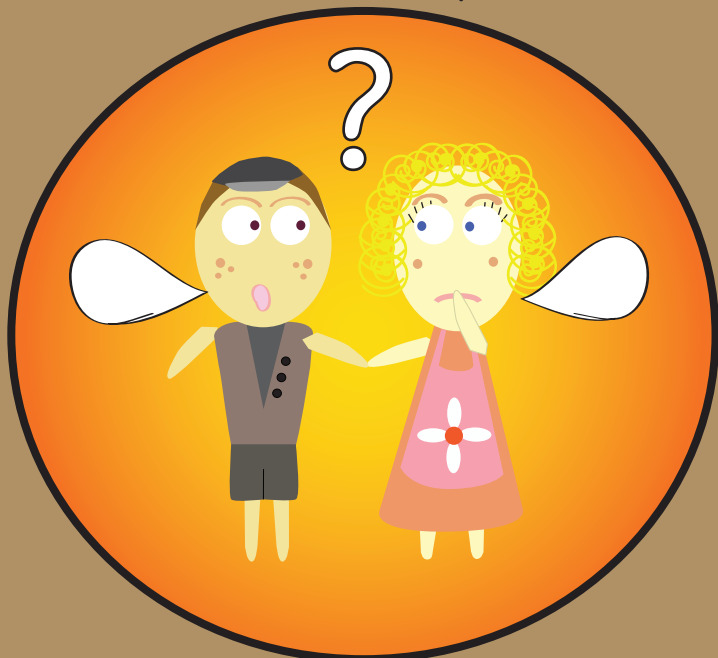


STOP & LISTEN



TALK & UNDERSTAND



SAY SORRY & LEARN A LESSON



Fold along the dotted line and use these traffic lights as a visual aid to help children to communicate following a dispute.

Ask each child to sit down quietly and calmly next to each other so as not to cause a further divide or take sides. If the children are unable to sit calmly place them in separate quiet areas until they are able to sit together and co-operate.

Try to understand what happened by giving each child a chance to speak and tell their side of events without interruption. It is important for each child to be able to openly express their feelings to each other and to identify and communicate what has upset them.

After voicing what has caused the problem the children now need to recognise what they have done wrong without appointing blame on just one side - remember for every bad action there is a negative reaction.

Identify with each child what actions they took that may have made the situation worse and use positive words to enforce future co-operation and understanding such as sharing, helping, listening, kindness. Give each child the chance to tell the other how the situation made them feel and why it was the wrong way to behave.

When the children have both properly understood what they have done wrong and without appointing fault on just one side, ask the children to say sorry to each other and hug and make up.

Use this time now to discuss ways to avoid the same problem happening again in future. Can a new rule be set in place for ways to share? Does a certain toy that causes constant problems have to be taken away? Perhaps a shared bedroom space or sleeping arrangements have to be moved around? Or if something upsets us we will agree to tell a parent before getting angry and responding in a negative way?