

**Discovery Center Conflict Resolution Process**

**2017-2018**

As staff, instructor, parent, or proxy parent at the Discovery Center, you are expected to intervene in verbal or physical conflicts between students following the DC conflict resolution protocols. Listed below are several steps parents and instructors and staff are asked to take when conducting an intervention.

1. Remain calm! If you are triggered or cannot remain calm, step away and get another adult to intervene.
2. Stop the negative behavior verbally; use physical means only if necessary. Physical safety comes first in all situations. Remind students of the expectations set forth for their behavior during their orientation.

You might state: “Remember that students are expected to not tease or call one another names.”

1. Explain the negative effect of the behavior to those involved. Separate the students if necessary.

“When we tease or call names, what effect does that have on the other person? How do you feel when you are called names? It is important that we respect all people at the center.”

“Student X, please wait for me in the lobby.”

1. Find the parents or proxies of students and explain the situation.
2. If necessary, please find a staff member to help facilitate a conversation between the students.
3. Please notify center staff so that the interaction can be documented.

Alway remember to:

***Focus on the behavior, not the student.*** Example “Calling names can hurt someone’s feelings.” versus “You are a bad kid for calling someone names.”

***Remind the students of the rules and student expectations.*** “Remember the expectations students agree to when being part of the Discovery Center? One of those is to be kind and helpful.”

***Coach to the expectations***; we all make mistakes and we all need to learn how to work through them.

“What do you think you could have done differently in this situation rather than (\_\_\_\_\_\_\_\_\_\_\_\_\_) or (\_\_\_\_\_\_\_\_\_\_\_\_\_\_)?

“Those are great ideas and would have a much more positive impact on other students.”

IMPORTANT!

This is a tender and sensitive issue for many parents and students. Finding yourself in the position to hold another parent’s child accountable for their actions can be uncomfortable. While many of us hold similar parenting values, their will be differences among our styles.

The steps outlined above are designed to get all parents working from the same intervention process. As we are learning, we ask that all parents and students are patient, forgiving, and open to learning about one another.