



## 6 Steps to Reframing Conflict

The 6 Steps to Reframing Conflict were developed by the Weikart Center of Youth Program Quality. The steps are intended to guide Club professionals in supporting youth or staff who are in conflict with each other.

### 1. Approach Calmly

Start by modeling calm behavior, which is what you want youth to do. Try to keep an open mind and approach conflicts matter-of-factly. By doing this, you convey that conflict is a healthy and normal part of social interaction. If more than one young person is involved, you may need to take turns talking to them.

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### 2. Acknowledge Feelings

Help them acknowledge and express their feelings since it is difficult for youth to think about solutions when they are upset. The words you use can make or break this strategy. Try to be non-judgmental and don't make comparisons. Remember, each conflict should be dealt with individually. A bit of time and space can help a young person begin to problem-solve.

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### 3. Gather Information

Gather information to understand the details of the conflict. This will help youth come up with the most effective solutions. Everyone involved needs to be heard in order to find a solution. This is both an opportunity for youth to have a voice, and an opportunity for staff to model good listening.

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### 4. Restate the Problem

It is critical to restate the problem back to youth. This gives them a chance to correct inconsistencies and clarify information. It also gives everyone a chance to understand the specifics of the dispute. Restating the problem demonstrates that you are listening to all sides and provides an opportunity to model appropriate language for youth. It may also be the first opportunity for structured reflection.

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### 5. Find a Solution

Once everyone is clear on the details of the problem, it's time to find the solution! Give everyone a chance to offer a solution. Ask open-ended questions to help youth come up with appropriate solutions. These questions can help youth articulate what needs to change and generate solutions to the current problem. Ideally there will be a way to give everyone a little bit of what they want, but if not, everyone should feel heard.

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### 6. Provide Follow-Up

In the last step, you provide follow-up support. For example, after the initial conflict is resolved, youth may make plans for the future. Keep in mind that youth will vary in their problem-solving skills. An adult may check with them later to see how the plan went.



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