



**SHINAGAWA  
INTERNATIONAL  
SCHOOL**

# **Conflict Resolution Policy**

Address: 4-8-8 Higashishinagawa, Shinagawa-ku, Tōkyō-to 140-0002.

Tel:+81-(0)3-5413-6090 Fax:+81-(0)3-5413-2020.

Email: [shinagawa@sistokyo.jp](mailto:shinagawa@sistokyo.jp)

## Conflict Resolution Policy

At SIS, we believe it is important for the children to resolve their own conflicts. This allows them to develop skills in self-control, communication and cooperation, and to develop feelings of empathy and respect towards each other.

There are four steps in the Conflict Resolution Policy:

1. Calming down
2. Explanation of the problem
3. Discussion and resolution
4. Handshake

### **Step 1**

The students demonstrate self-control by taking themselves away from the situation that is causing distress. Once away from the problem, the students can calm down and make the right choices about what to do next.

### **Step 2**

The students think about how to communicate their feelings by preparing an 'I-statement', which they share with a teacher who arranges a meeting time for the next step.

The I-statement is composed using the following structure: "When you \_\_\_\_\_, I feel \_\_\_\_\_, because \_\_\_\_\_, so what I would like is \_\_\_\_\_."

### **Step 3**

The students have a meeting with a teacher present to ensure it goes smoothly. Each student present at the meeting has an opportunity to make an I-statement to communicate how they are feeling. By listening to each other, the students are cooperating, showing each other respect and learning to have empathy for one another.

### **Step 4**

Once the students have said their I-statements and are satisfied that they have been listened to, the meeting ends with a handshake to symbolize both parties have been listened to and an understanding has been reached.