



Visual Conflict Resolution Script

Materials/Assembly

- Laminated Visual Script
- Adult Facilitator Script Example

Instructions

1. Ask the student to identify the problem using the visual script. If the student selects 'something else' on the visual script and cannot verbalise their response, provide them with alternative communication methods that allow them to communicate the issue (e.g., communication devices, communication boards, drawing, gestures).
2. Ask the student who was involved in the social conflict.
3. Ask student how they feel after encountering the problem. Support the student to label their emotions.
4. Ask the student to indicate how we can help to restore relationships and provide solutions. Provide the student with visual options. If the student does not know which option to select or how to fix things, demonstrate some examples of the options provided.
5. Ask the student what they can do next time to avoid or solve the conflict adaptively or independently. If the student does not know which option to select, or what they could do next time, demonstrate some examples of the options provided.
6. Review the visual social script by repeating each visual communication selection back to the student.

Considerations

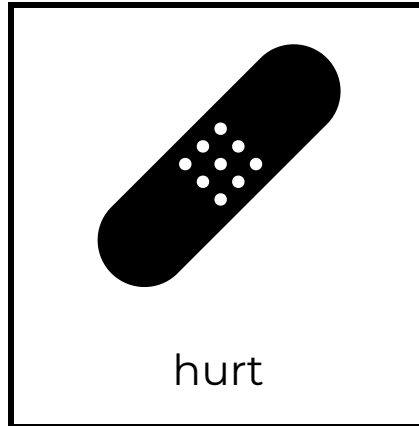
- This resource can be used in the classroom as an example when teaching students restorative practices and supporting them through social conflicts.
- Students must have basic knowledge and understanding of emotions (i.e., happy, sad, angry) to ensure ability to reflect on event or situation.
- Aim to provide emotional regulation strategies that are appropriate and effective for students, before utilising the *Visual Conflict Resolution Script*.
- Consider using visuals that represent solution options when asking students to brainstorm. The *Conflict Resolution Choice Board – Language Disorder Australia* resource is a suitable option to support students' conflict resolution.
- All visuals should be modelled by a teacher with students first using examples or when solving social conflicts in the classroom.
- The visual script can be used in conjunction with verbal expression.



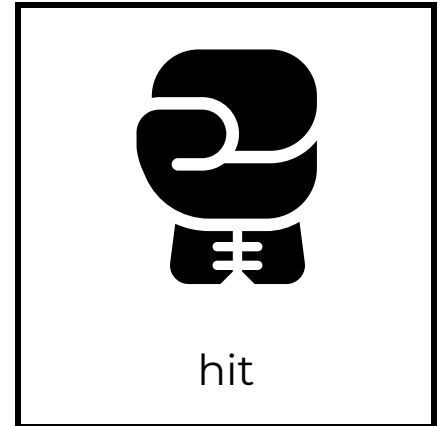
Visual Conflict Resolution Script



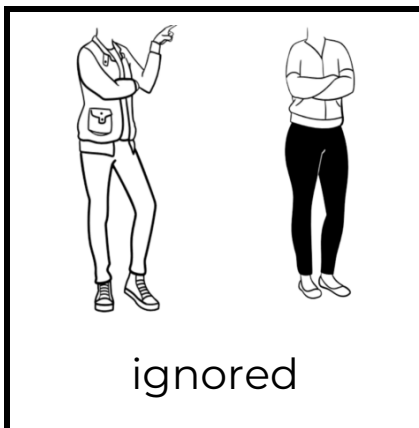
**What
happened?**



hurt



hit



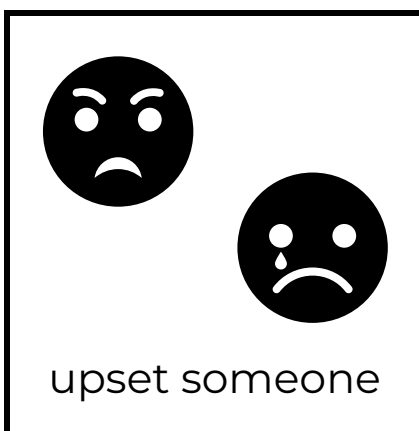
ignored



bad/mean words



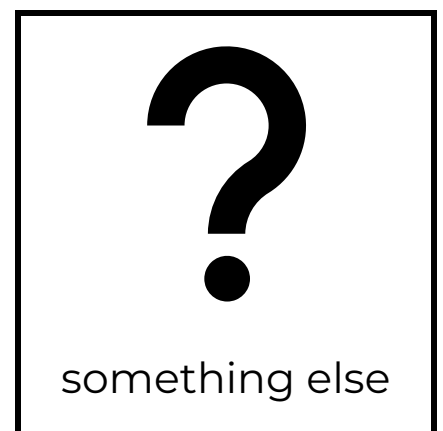
took something



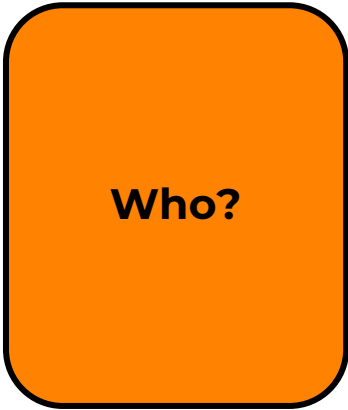
upset someone



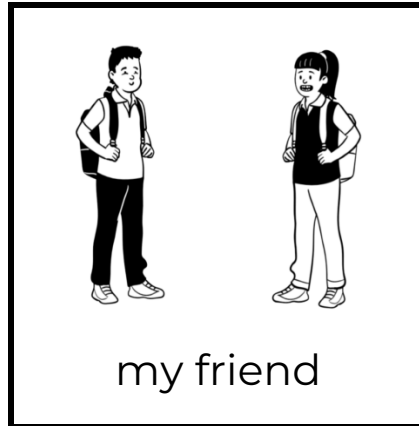
made a mess



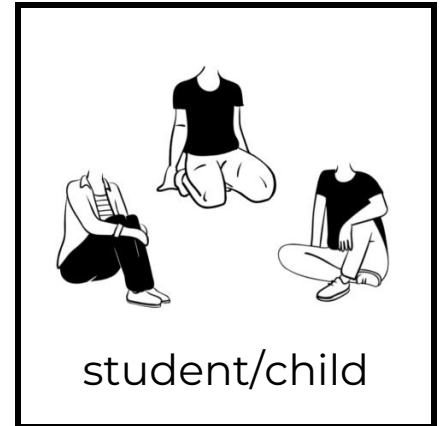
something else



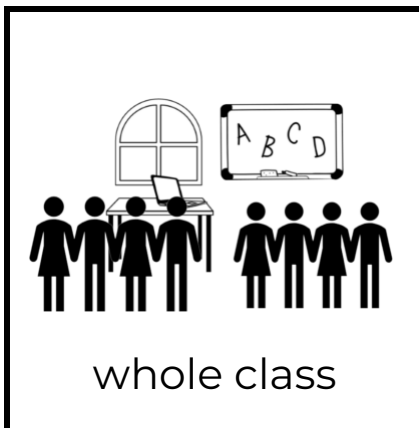
Who?



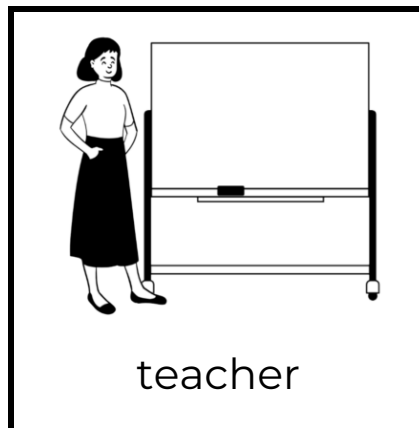
my friend



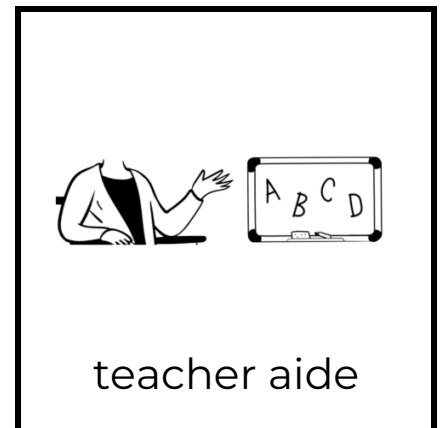
student/child



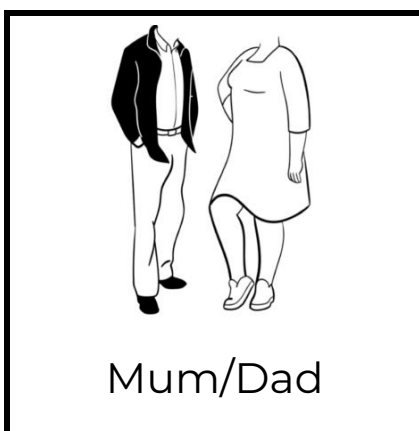
whole class



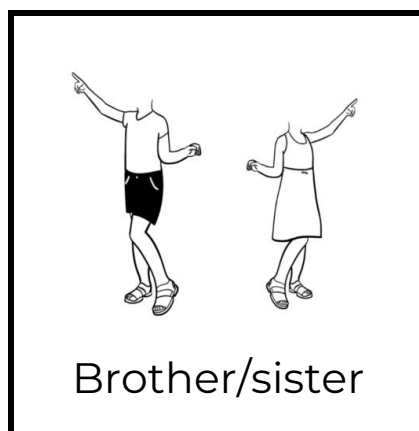
teacher



teacher aide



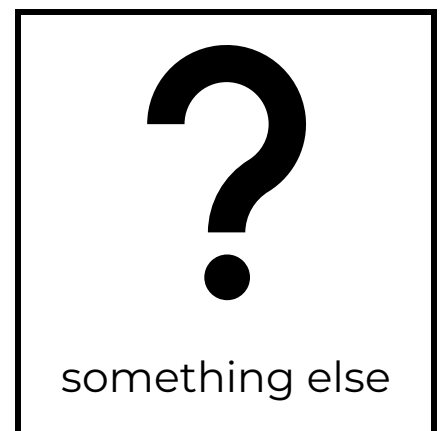
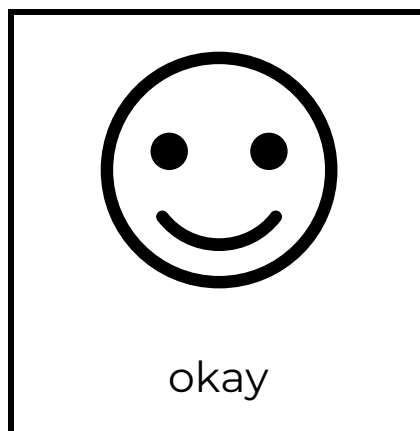
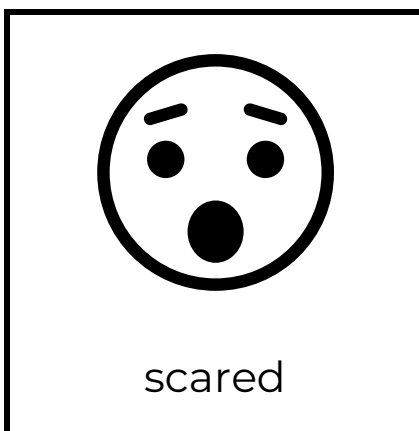
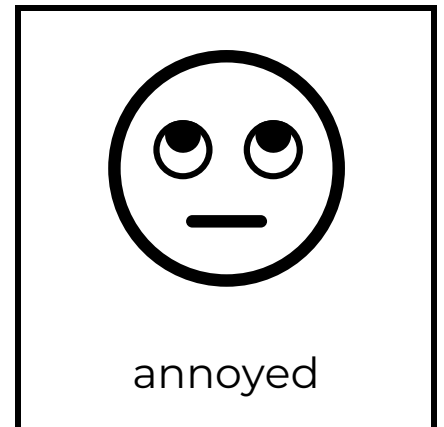
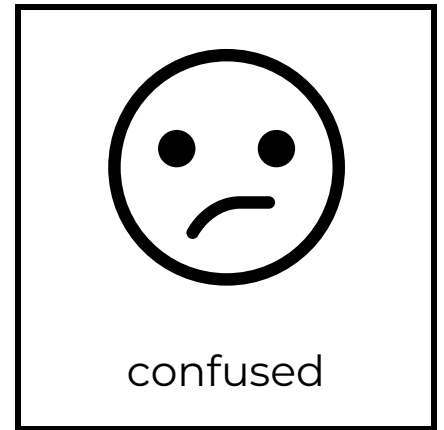
Mum/Dad



Brother/sister

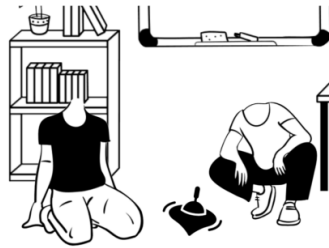


someone else





**How can
we help to
fix things
up?**



play together

...please?

ask nicely



clean up

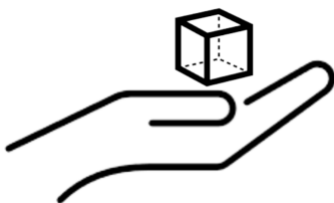


Are you
ok?

check if okay

I'm sorry

say sorry



give it back



You are
very nice

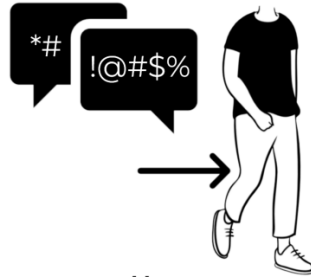
say something nice



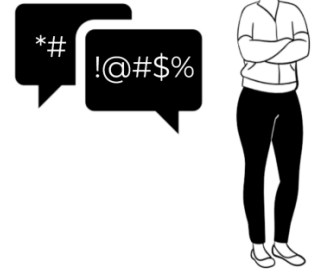
offer to fix



Next time?



walk away



ignore them

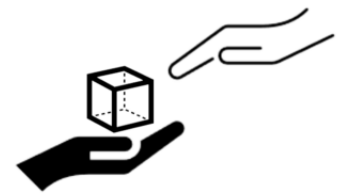


keep hands to self



Can I have some
help please?

ask a teacher for
help



share



stop and think

I feel...

say how I feel



say "please stop"



Adult Facilitator Script Example

Ensure the student has had time to regulate their emotions before commencing conflict resolution.

1. What happened?

"[Student's name], tell me what happened."

Student selects:

- | | |
|------------------|------------------|
| • Hurt | • Took something |
| • Hit | • Upset someone |
| • Ignored | • Made a mess |
| • Bad/mean words | • Something else |

2. Who?

"Who did that?" or "Who said that?"

Student selects:

- | | |
|-----------------|------------------|
| • My friend | • Teacher aide |
| • Student/child | • Brother/sister |
| • Whole class | • Mum/Dad |
| • Teacher | • Someone else |

3. I feel...

"How did that make you feel?"

Student selects:

- | | |
|------------|------------------|
| • Angry | • Annoyed |
| • Confused | • Scared |
| • Worried | • Okay |
| • Sad | • Something else |

4. What can we do to help fix this?

"What can we do to help or fix what happened?"

Student selects:

- | | |
|-----------------|----------------------|
| • Play together | • Say sorry |
| • Ask nicely | • Give it back |
| • Clean up | • Say something nice |
| • Check if okay | • Offer to fix |

5. Next time?

"What can you do next time?"

Student selects:

- | | |
|--------------------------|---------------------|
| • Walk away | • Share |
| • Ignore them | • Stop and think |
| • Keep hands to self | • Say how I feel |
| • Ask a teacher for help | • Say "please stop" |