

CONFLICT SOLVER POSTER (July, 2017)

Instructions:

+ Part 1: At the beginning of the course, the teacher should work with the students how to cope with ordinary conflicts that are going to take place during the academic year. This anticipation help students to feel more comfortable, it improves the learning climate, and if the situation takes place, everybody knows how to react in a positive way and what are the adequate words. Here you are an example of what I think is quite common and not too dangerous...

SITUATION	WHAT TO DO	USEFUL SENTENCES
Late arrival.	Knock the door, apologize, ask.	Sorry, I'm late. May I come in? Thank you.
Can't find something.	Think, search systematically, ask a friend to help you. If it is imperative, ask the teacher to communicate it to everyone.	Excuse me, I can't find ... Do you mind helping me to search?
Need something.	Ask 3 friends before the teacher.	Sorry, can I borrow ...? Sorry, could you lend me ...?
Don't understand something during an explanation.	If the teacher is explaining something, and you don't get it, raise your hand and use your face to express doubt. If it is urgent, or the teacher doesn't realize, say stop. If you are working with a friend, ask your friend first. If none of you know it, ask the teacher or an advanced partner.	Sorry, I'm lost. Sorry, I don't understand it. Excuse me, could you repeat it? Sorry, what is ...? Sorry, did you say ...?
Don't understand how to do an activity.	Ask 3 friends before the teacher.	Sorry, what do we have to do? Sorry, I don't know what to do. Could you explain it to me?
Got a great idea.	Look at the pace of the class... Is it worthy to stop the class? If yes, rise your hand and use your face of 'I've got an idea to share!'. If you are not sure, write it down, and ask the teacher in another moment.	Ey, I've got an idea! I think we could... Can/Shall we...? What if ...? I remember a funny sentence to remember this content ("...").
Got a joke about the topic.	Is the joke appropriate? If not, leave it. If it is smart, look at the pace of the class... Is it worthy to stop the class? If yes, raise your hand and use your face of 'I've got something funny to say!'. If you are not sure, write it down, and ask the teacher in another moment.	Excuse me, I know/created a smart joke. May I share it?

+ Part 2: Now that they are familiar with how to cope 'easy' situations, it's time to go for the dangerous ones...

SITUATION	WHAT TO DO	USEFUL SENTENCES
Something is broken.	<p>Don't start blaming anyone. Show interest for the person near the object.</p> <p>Let the person who was manipulating it or near it talk.</p> <p>Does the person need help?</p> <p>Did the person realize of the accident? If not, be gently when you talk to them.</p> <p>If you think it wasn't an accident, and you can ask for more information (without getting into troubles), please, do it.</p> <p>If you certainly believe that it wasn't an accident, and you can control the situation, act in consequence and find a teacher as soon as possible.</p> <p>Otherwise, try to recognize that person (remember physical aspects and or clothing), and discreetly find your main teacher ('tutor') as soon as possible to inform of the situation. CERO TOLERANCE.</p>	<p>Are you ok/alright?</p> <p>Sorry, I was using it and it broke. I'm deeply sorry, could you help me? I'll ask my parents and I'll buy another one... I'm deeply sorry...</p> <p>Do you need help?</p> <p>Ey mate! Sorry to say it... I'm afraid this broke because you were ...(jumping near it or passing close to it or whatever).</p> <p>Ey mate! Do you know why is this broken? Sorry, I think you were ...(doing this or that) and this broke. Why?</p> <p>Ey! Stop! Don't do that! Come with me to find a teacher (use a serious face and voice tone).</p> <p>Sorry, where is teacher (...)?</p> <p>May I ask with teacher (...), please? It is urgent.</p> <p>I'm sorry teacher (...), but I saw something terrible and we can't tolerate it. (Inform...).</p>

Something negative is said to other student.	<p>CERO TOLERANCE.</p> <p>The victim should clearly reflect that the comment was understood as an offence or as a non-tolerable 'joke'. After it, discreetly, inform to your main teacher. It is a serious matter that needs the supervision of the main teacher to avoid more episodes. EVERYBODY DESERVES RESPECT. CERO TOLERANCE.</p> <p>If you don't have something positive to say, don't say it. Now that you said it, apologize, express it in a positive way, and try to compensate it somehow (a compromise would be alright, and or say something positive of the other person).</p>	<p>Ey, if you don't have something positive to say, don't say it.</p> <p>Ey! That's offensive! Act correctly. (You can give clues: apologize, rephrase, compensate...)</p> <p>Oops, sorry!</p> <p>I didn't intend to disrespect you. I wanted to say that (...).</p> <p>Please, let me ...(do something nice for him, or a letter of forgiveness).</p> <p>You are a good person, and I said something inappropriate, please, forgive me.</p>
A fight starts (verbal or physical...)	<p>CERO TOLERANCE.</p> <p>If you firmly believe you can stop it, do it. After that, ask for adult help.</p> <p>If you can't stop it, shout for help. If someone comes, and together you can stop the fight without troubles, stop it, and ask for adult help. If not, send that person to find an adult.</p>	<p>Shout: 'STOP!' (In a very firm voice tone, so everyone can hear it).</p> <p>Ey! Stop! Don't do that! Come with me to find a teacher (use a serious face and voice tone).</p> <p>Sorry, where is teacher (...)?</p> <p>May I ask with teacher (...), please? It is urgent.</p> <p>I'm sorry teacher (...), but I saw something terrible and we can't tolerate it. (Inform...).</p> <p>HELP! HELP!</p> <p>STOP! STOP!</p> <p>Find a teacher! Run!</p>
Other intolerable problems.	<p>CERO TOLERANCE.</p> <p>Common sense, inform your main teacher. Write a letter if you feel better. The school must be a great place.</p>	<p>Shall we talk discreetly alone? It's important.</p>