

PSHE · Y3–Y6

# Conflict Resolution & Restorative Practice

PSHE Knowledge Organiser — Y3–Y6

## Key concepts

1

### Conflict

A disagreement between people about something they care about. Conflict is normal and inevitable — what matters is how we deal with it.

2

### Escalation

How conflicts get worse. Voices rise; emotions take over; the original issue gets lost; physical aggression may follow. Stopping escalation early is much easier than fixing damage later.

3

### De-escalation

Reducing the intensity of conflict. Lower your voice. Step back. Take a breath. Listen rather than argue. Avoid using 'always' and 'never'.

4

### I-statements

Express your feelings without blaming. 'I feel upset when...' rather than 'You always...'. I-statements lower defensiveness and keep the conversation about the problem, not the person.

5

### Restorative questions

For the person who caused harm: What happened? What were you thinking? Who's been affected? What do you need to do? For the person harmed: What happened? How did you feel? What do you need now?

6

### Peer mediation

Children trained as mediators help other children resolve their own conflicts. They don't decide who is right — they help both sides talk through the problem.



7

**When to ask an adult for help**

If you don't feel safe. If the conflict has been going on too long. If someone is being physically hurt or seriously upset. If you've tried but it isn't working.

