# The Waterfront Nursery: Positive Relationship Policy

## Appendix 1 Conflict Resolution Steps

1. Approach calmly and with an open mind

Walk over and get down to their level.

1. Acknowledge feelings.

Say “I can see you’re feeling hurt/cross/upset/angry”.

1. Gather information from both sides.

Say “What’s the problem?”

1. Restate the problem.

Say “so the problem is…”

1. Ask for solutions and choose one together.

Say “I wonder what we can do to solve the problem/help you feel better?”

1. Be prepared to give follow-up support.

Keep an eye out for what happens next and give further support if needed.

## Appendix 2 Parent/Carer Involvement

Working in partnership with our parents/carers is integral to the success of this behaviour policy. For it to work in practice, their contribution is vital.

### We will achieve this by

* Sharing the expectations of behaviour at the centre, through informal and formal discussions with individuals and groups of parent/carers.
* Talking to individual parents/carers about all aspects of their child’s behaviour daily, as well as at regular parent/carer conferences.
* Being fair, non-judgemental, and consistent when discussing children’s behaviour with parents/carers.
* Providing extra support for parents/carers to help manage children’s challenging behaviour e.g., through Family Support Services and outside agencies.

### We hope parents/carers will feel able to

* Inform us of any relevant changes to their circumstances which may affect their child’s behaviour e.g., new baby, moving to a new house, bereavement, divorce, separation, or hospitalisation.
* Re-enforce expectations of positive behaviour by talking to their child at home.
* Actively support staff at the Centre in implementing positive behaviour strategies.
* Be a positive role-model for their child.

## Policy Review Dates

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