

Tear-Out Sheet

Shared Solutions on the Go

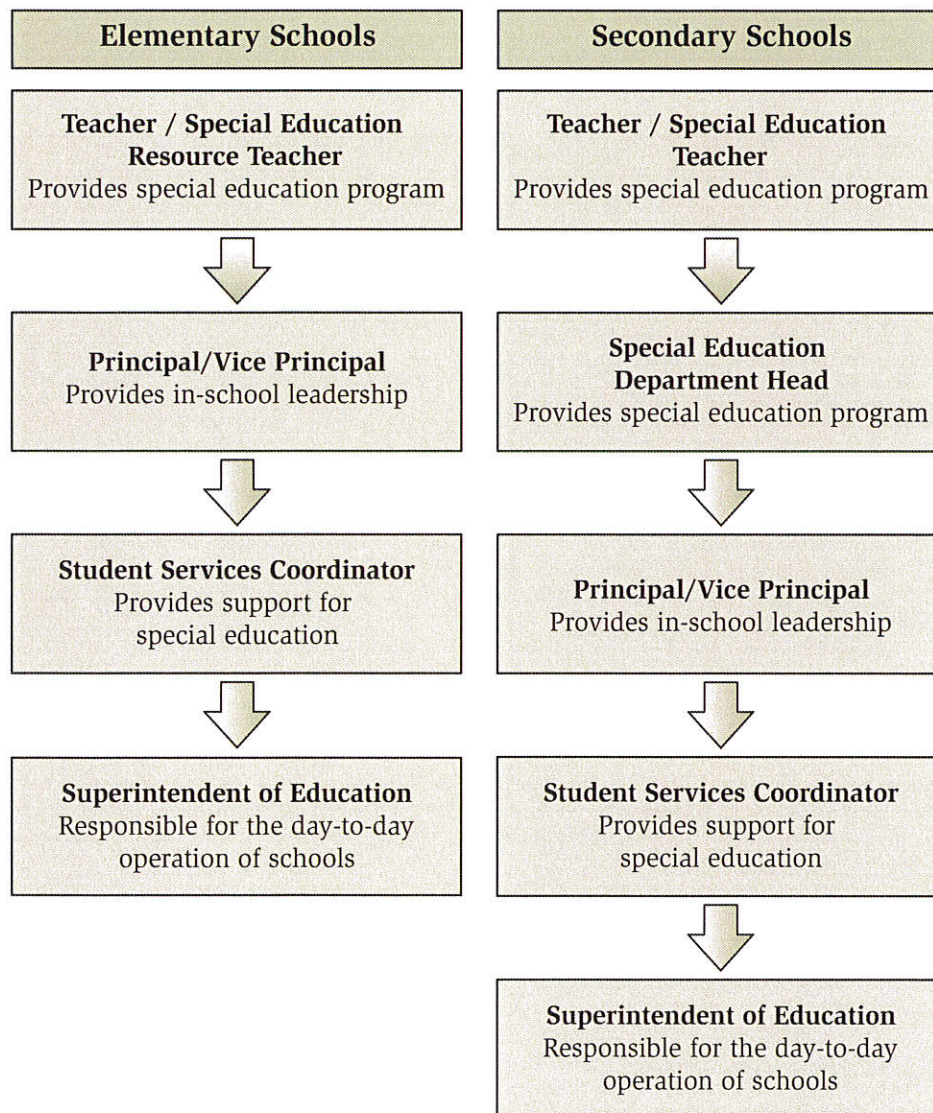
TIPS FOR REACHING A SHARED SOLUTION	KEY QUESTIONS TO HELP INVOLVE THE STUDENT
1. Listen actively and intently.	1. What is the problem?
2. Acknowledge the other party's position.	2. Who is involved in the problem?
3. Acknowledge the validity of the other party's feelings.	3. Who needs to be involved in the problem?
4. Apologize if it seems appropriate to do so.	4. How do you feel about the problem?
5. Use humour.	5. What do you think can be done to resolve the problem?
6. Change the timing of a meeting or take a break.	6. What part could you play in resolving the problem?
7. Use "Yes ... and" instead of "Yes ... but".	7. How will we know if the problem has been resolved?
8. Ask questions that elicit a "yes" response.	8. Who can you talk to if you need or want to share or clarify your thoughts and feelings about the problem?
9. Change language from "you" to "us".	
10. Agree on a shared, mutually acceptable solution.	

(Source: Adapted from Windle and Warren, *Collaborative Problem Solving and Dispute Resolution in Special Education*, 1999.)

Reprinted from Ontario Ministry of Education, *Shared Solutions: A Guide to Preventing and Resolving Conflicts Regarding Programs and Services for Students With Special Education Needs*. © Queen's Printer for Ontario, 2007.

Figure 2 identifies personnel at various levels who may be called on to assist in resolving conflicts. The sequence in the chart may vary somewhat from one school board to another to reflect individual school boards' protocols and policies. It is important to note that not all resources may be available in all school boards.

Figure 2. CONSULTATION SEQUENCE FOR SPECIAL EDUCATION CONFLICT RESOLUTION



(Source: Adapted from York Region District School Board and York Region District School Board Special Education Advisory Committee, *Special Education: A Communication Guide for Parents and Students*, 2006.)