

## ***Help Others Find Solutions (Secondary)***

Has there ever been a time when your friends or siblings were involved in a disagreement and they couldn't seem to resolve the issue? There are times when others need help resolving an issue. You can use the strategy ***help others find solutions*** to help them resolve issues. When you ***help others find solutions***, you serve as a mediator for those involved in the disagreement. The mediator learns as much as they can about the problem, avoids taking sides, and helps both people listen to each other.

When you ***help others find solutions***, you encourage each person to be honest and ask questions. It is important to acknowledge each person's feelings and understand their perspective.

Mediators follow seven steps when ***helping others find a solution***. You can remember each step by thinking of the colors in a rainbow.

Steps to ***help others find solutions***:

- Step 1. Red: Ask Partner A to ***voice their perspective*** by explaining how they feel and what they think.
- Step 2. Orange: Ask Partner B to ***summarize*** what Partner A has just said.
- Step 3. Yellow: Ask Partner B to ***voice their perspective*** by explaining how they feel and what they think.
- Step 4. Green: Ask Partner A to ***summarize*** what Partner B has just said.
- Step 5. Blue: Ask Partner A to share a few ideas for resolving the conflict.
- Step 6. Indigo: Ask Partner B to share a few ideas for resolving the conflict.
- Step 7. Violet: Ask both partners to work together and decide how to resolve the conflict.

I used the strategy ***help others find solutions*** when my friends Jordan and Brett were arguing over which parts of their lab report each person would complete. I reminded my friends that it's okay to have disagreements and to feel frustrated with each other. Then I explained that I could serve as the mediator for their disagreement and help them follow a process that would lead to a resolution. I started by drawing a rainbow that had all seven colors: red, orange, yellow, green, blue, indigo, and violet.

I pointed to the red band and asked Jordan to ***voice his perspective*** by explaining his feelings and thoughts. He said, "Since there are eight sections to the lab report, I think it makes the most sense for me to do the first four sections and Brett to do the last four sections." Then I pointed to the orange band and asked Brett to ***summarize*** what Jordan had said.

After Brett ***summarized*** what Jordan had said, it was his turn to explain his feelings and what he wanted to happen. I pointed to the yellow band and asked him to ***voice his perspective***. He said, "The last section of the lab report is the conclusion, and it's much longer than any of the other sections and requires more writing. I want each of us to do the same amount of writing."

After Brett explained what he wanted to happen, I pointed to the green band, and it was Jordan's turn to ***summarize*** what Brett had said. When we got to the blue band, it was Jordan's turn to share a few ideas for how they could end the disagreement. Then I pointed to the indigo band and asked Brett to share his ideas for ending the disagreement.

Finally, I asked them to work together and agree on what they should do to end the disagreement. I asked Jordan and Brett to consider each other's ideas. After they talked through each of the ideas, they agreed that Jordan would complete Sections 1–7 of the lab report and Brett would take the longest section, the conclusion. This felt agreeable to both sides because each person was doing the same amount of writing.

I was able to help my friends ***find a solution*** to their problem by remembering the colors in the rainbow. The next time you have friends or siblings who can't agree on what to do, use the strategy ***help others find solutions*** to help them resolve the conflict.