

## H.E.A.T. – Classroom Conflict Resolution Strategy



### CHEF'S PREP

#### **SERVES**

15-20

Instructor

Individual Students

Groups of Students

#### **MENU**

H.E.A.T. is a strategy for resolving conflicts in a classroom setting. Conflict issues may include:

- grading disputes
- assignment difficulties
- group project dynamics

### INGREDIENTS

- ✓ Full Attendance

### INSTRUCTIONS

#### ✓ **HEAR**

Actively listen to the students' concerns. Give them your full attention when they are speaking. Ask for clarification on things you don't understand. Take notes.

#### ✓ **EMPATHIZE**

Identify the lightning rod emotions. Are the students frustrated? Are they overwhelmed? Let them know that you understand these feelings and empathize.

#### ✓ **ACT**

Take action. Be specific and direct. For instance, if students express confusion about a concept, you could take action by planning specific activities (lectures, workshops, or online modules) to support them.

#### ✓ **THANK**

Thank the students and any others who participate for their willingness to discuss the issues and participate in finding solutions.

### TIPS

- ✓ Try to hear from everyone. If you are working with a large class size, consider delegating.
- ✓ Allow for variations in action item arrangements. Can you adjust a due date and maintain fairness? Can you offer additional resources?
- ✓ Be careful about extra credit as a fix.