



# From Conflict to Calm Authority

Scripts to de-escalate common  
scenarios of conflict in the  
classroom



# Your playbook for calm conversations

*Hi amazing teacher!*

Every teacher knows how disarming it feels when a student pushes back, talks back, or flat-out refuses to follow instructions. It's frustrating, it's draining, and it can throw the whole class off balance. What's worse is that it causes you to question your own ability. That's exactly why we created this playbook for calm conversations. Instead of getting pulled into power struggles, you'll have the exact words to reset the tone, preserve your authority, and keep your classroom steady.



Think of it as your quick-grab guide to turning conflict into calm — so you can spend less time managing behaviour and more time teaching.

We're so glad you're here and taking this step for yourself. Over the past few years, we've worked with hundreds of teachers, many of whom felt just like you do right now. They weren't broken or "not cut out for this." They were simply burnt out by the constant pressure and lack of support. That's why we created Blooming Classrooms, a practical, compassionate program to support teachers in reconnecting with their purpose,

And in case we haven't met yet—hi, we're Lisa & Lianne. We began our professional partnership after decades of distinguished careers in our respective fields. Lisa brings 20 years of education expertise from both classroom teaching and senior management roles, while Lianne has established herself as a clinical psychologist with deep insights into human behavior.

You don't need a total classroom overhaul. You just need a few grounded, research-backed strategies to reduce stress and get back to feeling like yourself again.

Let's dive in- you deserve this.

With warmth and admiration,

*Lisa & Lianne xx*



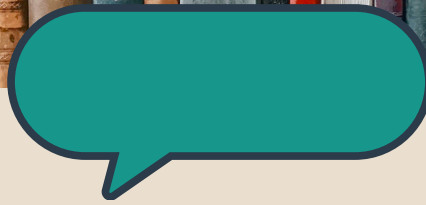
## Conflict with students

can be the thing that completely derails us for the rest of the day. And while it might not look like it, it can derail the student for the rest of the day too. We'd all rather avoid conflict, but sometimes it's so difficult when students repeatedly push boundaries.

Here are 10 common scenarios that happen in all schools - with some prompts for you to change the direction of the conflict, gain some relationship capital and hopefully direct students in a more positive direction.

The main thing to remember when conflict arises is **AVOID A POWER STRUGGLE** at almost any cost. The outcome of a power struggle is always a lose-lose scenario.





## Cheat sheet

# 10 responses for common classroom conflicts

### 1. Refusal to Follow Instructions

A student ignores or openly refuses to comply with a direction, for example, being asked to sit down, put their phone away, or start work.

**Instead of:** Sammy, I've told you 100 times to get started on the maths work, if you don't get going you'll have a detention!

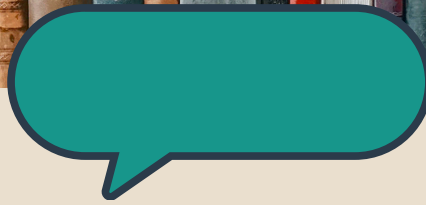
**Try:** Sammy, I can see you're having trouble getting started, is there something I can do to help?

or

Sammy I've asked you to put your phone away, would you rather put it in your bag or leave it here on my desk? I don't mind which, you can choose.

**Why it works:** Often when students display "challenging" behaviours, it's a matter of *can't*, *not won't*. It could be that they aren't choosing to do the wrong thing, rather they don't have the skills or tools to do what is expected of them. Approaching with curiosity to find out what is getting in the way can be far more effective than threatening yet another consequence when all the previous consequences haven't worked.





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## 2. Talking Back or Challenging Authority

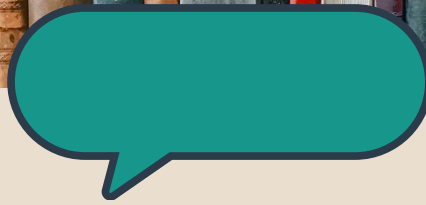
A student responds to correction with sarcasm, rudeness, or questioning the teacher's authority in front of peers.

**Instead of:** Anna, that is completely unacceptable, get out of my classroom!

**Try:** Look at the student directly and without sarcasm or an aggressive tone, say 'Anna, I know you better than that, that's not your style. Do you need a couple of minutes to reset yourself before we continue?'

**Why it works:** Demonstrating that you can stay calm and in control of the situation is far more effective than reacting with emotion. Students with ongoing challenging behaviour are often aware that they have been given negative labels. It can be very impactful if you flip this around and show that you know they are capable of doing better.





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### 3. Incomplete or Missing Work

A student consistently fails to complete assignments or homework and reacts defensively when held accountable.

Instead of: John what are the chances you have actually done the work this time?

Try: John, I have noticed you're having a hard time submitting work. Let's catch up after the lesson so we can figure out what's getting in the way for you.

Why this works: It is always more effective to approach difficulties with curiosity rather than criticism. If we are able to collaborate with students to address what is getting in the way we will see more success- not only in getting the current task done but in setting the student up to do well in future tasks. Providing structure- such as interim deadlines and regular check-ins- can be very helpful for students who get overwhelmed by large tasks, struggle to manage their time or have difficulty staying on track.





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# 10 responses for common classroom conflicts

### 4. Technology Misuse

A student uses a phone, laptop, or iPad for gaming, messaging, or social media during class despite clear rules.

**Instead of:** Sian, that's the last time you'll be using a laptop in my class

**Try:** Sian, I can see its tricky for you to avoid distraction on your laptop. How about I set a fifteen minute visual timer on the board, and if you work productively in that time, I'll allow five minutes at the end of the lesson for free time on your device?

**Why this works:** It is unrealistic to expect students to use willpower alone to avoid the pull of distractions when they have device access. Creating clear expectations and boundaries, together with setting up the environment to minimise online distractions (such as keeping phones away from work spaces, limiting internet access when not required and limiting self-directed time on devices) can better set students up for success.





## Cheat sheet

# 10 responses for common classroom conflicts

## 5. Disrespectful Comments

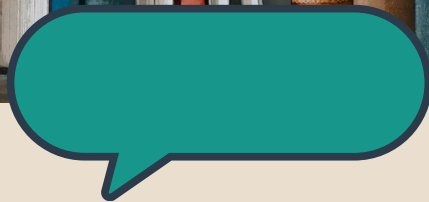
A student makes a hurtful or inappropriate comment to the teacher (or about the teacher) during class.

Instead of: 'Kyle, how dare you talk to me like that? You have no idea how to speak to a teacher!'

Try: 'Kyle, you're clearly very upset. I know that you know it is not OK to talk to a teacher like that. Please take a walk to get some fresh air for 5 minutes and we can meet at lunchtime to discuss what's going on for you'.

**Why this works:** Typically students do not behave in this way when they are calm and regulated. Responding to disrespectful behaviour with strong emotion and negative language can lead to further dysregulation and escalate the situation. Allowing the student time to calm down and addressing the behaviour once the student (and teacher) are able to respond with reason rather than emotion is a far more effective approach.

This is a lot easier said than done- it's normal and natural that these behaviours have an impact on you. Recognising the impact and taking action to look after yourself when this happens is very important. You can try taking some slow and steady breaths, speaking to yourself with compassion (imagine what you would say to support someone you care about- "This is tough, its OK, you'll get through this") or even using some sensory supports to soothe yourself (squeezing a stress ball or sipping some cold water) can be helpful.



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### 6. Behavior that Disrupts Learning

A student persistently talks out of turn, distracts others, or makes noises, leading the teacher to intervene — sparking tension.

**Instead of:** Nat, I am tired of your constant disruptions, it's impossible to teach with you in the room, please leave!

**Try:** Nat I can see you're having trouble sitting quietly. Unfortunately your noise is disrupting the other students in the class. If you need to go for a walk or stand at the back to help you keep the disruption down, I don't mind. We cannot get in the way of others' learning though.

**Why this works:** It is important that students know you hold clear, realistic boundaries and expectations in your classroom built on respect for all learners- including those who have difficulty meeting the expectations. Upholding boundaries in a way that supports all students, such as creating opportunities for regulation through movement, removes the shame and goes a long way in maintaining a respectful classroom environment.





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# 10 responses for common classroom conflicts

### 7. Perceived Unfairness

A student feels singled out, unfairly disciplined, or accused of something they didn't do, leading to conflict.

**Instead of:** Well, if you weren't the one who is usually late or doing the wrong thing, we wouldn't assume it was you.

**Try:** I would hate to falsely accuse you, especially because I know you can do better than that. Can we make a time to talk this through because it's important to me that you feel like a valued member of this class.

**Why this works:** In a busy classroom it can be difficult to know the exact cause of disruptions and almost impossible to notice or respond to all behaviours. It might come as a surprise when students feel you are treating them unfairly, but responding with accusation can result in the student not even trying to do well in the future. Rather if we communicate our belief that they are capable of doing well and provide support where needed we are more likely to see their best efforts.





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# 10 responses for common classroom conflicts

### 8. Conflict over Group Work

A student refuses to work with assigned partners or reacts negatively when the teacher insists on collaboration.

**Instead of:** 'Kwan, in life you will always have to work with people you don't like. Now's a good time to start getting used to that'.

**Try:** Quietly so the rest of the students can't hear 'Kwan, what's making it difficult for you to collaborate here? Can we work a plan together to make this something you can manage'?

**Why this works:** Group work creates complex dynamics and can be challenging for many students. Providing structure and support during group tasks will help all students in your class. It is always important to consider whether working in a group is the main goal of the task- if not, is it really necessary?





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### 9. Testing Boundaries

A student deliberately pushes classroom rules (e.g., wearing non-uniform items, eating in class) and resists correction.

**Instead of:** 'Well, if you keep coming without a tie, you will continue to get lunchtime detentions'

**Try:** 'I can see you really don't want to wear your tie. It is a school rule. Can you explain to me what's getting in the way so I can help you overcome the problem?'

**Why this works:** We often don't know what is getting in the way of students meeting expectations. Taking the time to understand what aspect is difficult for the student can guide you towards a solution (and save you a lot of time and frustration in clashing over the same problem repeatedly).





## Cheat sheet

# 10 responses for common classroom conflicts

### 10. Emotional Outbursts

A student, already frustrated or upset (possibly from outside issues), lashes out when redirected or corrected by the teacher.

**Instead of:** 'Tim, your behaviour is totally unacceptable. You need to calm down now'!

**Try:** 'Tim, I can see you're frustrated. Give yourself a few minutes to do what you need to. Would you like to go speak to someone or to get a drink of water'? Be sure to say this in a way that is not condescending or embarrassing.

**Why this works:** No-one has ever calmed down by being told to calm down. If you respond to a student's strong emotions with your own strong emotions you will just get into a cycle of increasing escalation. Rather if you are able to stay calm and give the student an opportunity to calm down (without causing embarrassment or shame) you can avoid a power struggle and more quickly return to a calm, productive classroom.



# WORK WITH US



## BLOOMING CLASSROOMS - YOUR 6 WEEK COURSE

The course to help you respond to difficult behaviour with skill rather than emotion. Practical strategies to lift your teaching experience. Live coaching calls to help trouble shoot real life issues

[LEARN MORE](#)

## LIVE PROFESSIONAL DEVELOPMENT

We are passionate about supporting teachers to create learning environments that cater to all students. With the right approach, we should see less difficult behaviour and have more opportunities for connection. Let us show you how

[LEARN MORE](#)



## UNDERSTANDING NEURODIVERSITY

When teachers understand different brain types, they are better equipped to accommodate their learning styles. This also makes behaviour feel less personal for teachers, empowering them to look after their own mental health and well being.

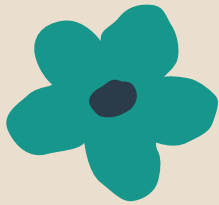
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## HAPPY TEACHERS MAKE HAPPY SCHOOLS

Supporting teachers by reducing their stressors is an effective way to nurture them and look after them. Work with us to improve classroom culture and teacher wellbeing.

[LEARN MORE](#)





# JOIN US!

Success in the classroom takes persistence and consistency. We can show you the most effective way to get there with our proven frameworks, templates, guides and strategies. We hand over to you all of the tools that we've used to transform classrooms across Australia. And you get to learn alongside a bunch of awesome teachers who are also looking to change classroom culture and improve their teaching experience.

Creating a thriving classroom with fewer behaviour battles and more productive learning time is not easy, but it is achievable. It takes effort. It takes spending your energy on the right things and showing up consistently. You are so ready for this journey.

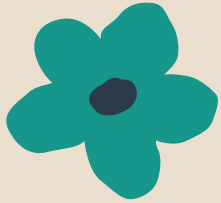
Right now you feel like you're putting so much work into your teaching, but not seeing enough results. We know you don't have time to waste. We know you have gifts to share. Everything we teach is practical and designed for busy teachers.

The Blooming Classrooms course provides evidence based strategies to put the power back in your hands and the passion back in your teaching. This journey has taken both new and experienced teachers from feeling fed-up and burned out to motivated and excited to get back into the classroom.

Evidence shows that it makes a real difference in schools when teachers are happy and fulfilled in their roles. We share our mood and energy with our students and our colleagues. We take it home with us to our families and friends too. The goal of Elevated Educators is to transform the experience of every teacher who works with us for the better. There are diamonds here for every teacher - we hope you'll be the next to benefit.

[Enrol now for next term](#)





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Success in the classroom takes persistence and consistency. We'll show you the simplest path with evidence-based frameworks, templates, guides and methods. The same tools we use in real classrooms and clinical practice are handed to you. And you get to do it alongside a supportive community of teachers and school leaders.

You are ready for this journey. Right now you may feel you're spending a lot of time and energy on behaviour and not seeing enough results.

Creating a thriving classroom is not easy, but it is simple. It takes effort, focusing on the right things and showing up consistently. We respect your time, so everything we teach is practical and designed for busy teachers.

You see other teachers getting results and want to know how. We will lift the lid on what works and what doesn't. Where specialist input helps, we bring trusted experts to share what's proven.

When teachers are supported, students flourish, families benefit and school culture strengthens. We are purpose driven and committed to integrity in everything we do.

Our goal this year is to partner with 100 schools to build calmer, more connected classrooms. Join us in Blooming Classrooms, our 6-week programme with live coaching, or book an in-school PD session.

## Doors open September 5th!

