

Restorative Questions

When an interpersonal conflict, concern, or problem arises, use these questions:

1. What happened? What was your role in what happened? *(Take responsibility and own the behavior)*
2. What were you thinking and feeling at the time? *(Identify thoughts and feelings that may have triggered the behavior)*
3. Who else was affected by this? How? *(Take the perspective of the other and reflect on the impact of one's actions on others to foster empathy)*
4. What are you thinking/ feeling now? *(Reflect on the incident after the emotional charge has dissipated and the student is in calmer emotional state that enables him to think)*
5. What do you want to do to make things right? *(Take some action that shows or expresses regret or remorse or decide on a solution that meets important needs of everyone involved)*
6. What can I (others) do to support you? *(Reassures student that others want to support a successful resolution to the problem)*
7. When a situation like this comes up again, what actions might you take next time? *(Take what you have learned and apply it to similar situations in the future)*