

7 STEPS FOR RESTORATIVE CONVERSATIONS



Restorative conversations can help de-escalate conflicts while maintaining dignity, building empathy, and working together to improve outcomes. Here's how.

- 1 Reach out.** Create an opportunity to discuss what happened. Make a phone call, send a text or email, or open up a dialogue in person.

“Want to grab a coffee? I’m hoping we can talk.”

- 2 Share information & point-of-view.** Start with an open-ended question and avoid blame. Mutual sharing helps both parties understand each other’s perspectives.

“Can you tell me more about what happened?”

- 3 Identify underlying causes.** Identify what led up to the current issue, including feelings, needs, prior incidents or experiences. Remember to practice empathy.

“I’m hearing that you feel ignored. Is that right?”

- 4 Discuss the impact.** Consider the harm that the incident or behavior may have caused to the people involved and to others.

“What part did you play in what happened?”

- 5 Explore solutions.** Brainstorm together to discover potential ways to repair the harm and prevent the situation from happening again.

“What do you think should happen next?”

- 6 Agree on a plan.** Decide on concrete steps and create an agreement, verbally or in writing, that serves as a commitment from the parties involved.

“Here’s what I’m thinking we can do together...”

- 7 Check on progress.** Periodically check in to get an update and make sure the agreed-upon plan is working. If not, make adjustments.

“How are you feeling about the outcome?”

REMEMBER: It’s easier to repair a damaged relationship when we start off with a strong foundation. Let’s be proactive and build positive relationships with our entire school community.