

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.

