RESOLVING CONFLICTS THROUGH RESTORATIVE APPROACH

Restorative Inquiry* is a way of talking with a person about a situation of conflict using nonjudgmental active listening:

**Restorative Questions I — To respond to challenging behavior**
– What happened? What was your part in what happened?
– What were you thinking of at the time?
– How were you feeling at the time?
– What have you thought about since?
– What are your thoughts now?
– How are you feeling now?
– Who has been affected by what you have done? In what way?
– What do you think you need to do to make things right? Repair the harm that was done?
– What can we do to support you?
– What might you do differently when this happens again?

**Restorative Questions II — To help those harmed by another’s actions**
– What did you think when you realized what had happened?
– What are you thinking about this situation?
– How are you feeling about this situation?
– What impact has this incident had on your and others?
– What has been the hardest thing for you?
– What do you think needs to happen to make things right?
– What can we do to support you?
– What might you do differently the next time you find yourself in this situation?