

## 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 you 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?

\*Source: <https://creducation.net/activity/restorative-inquiry-questions/> and <https://www.tolerance.org/magazine/summer-2014/restoring-justice>

