

## RESTORATIVE CHAT

### **To the person(s) who caused harm:**

We're here to talk about .....

Can you tell us what happened?

What were you thinking? What was in your head/in your mind?

Was it the right/wrong thing to do?

Who has been affected/upset/harmed by your actions?

In what ways?

How has this affected you?

### **To the person(s) harmed:**

What did you think when it happened?

What have you thought about since?

How has it affected/upset/hurt/harmed you?

What has been the worst thing?

What is needed to make it right/to make you feel better?

### **To the person who caused harm:**

Is that fair? Can you do that?

What else do you need to do to make things better? How can you fix this?

### **To the person harmed:**

Is that okay /do you agree?

Is that fair?

### **To both:**

How can we make sure this doesn't happen again?

Is there anything I can do to help?

Is there anything else you would like to say?

Formally record agreement/congratulate them for working it out.

Arrange time to follow-up.

Meet again to see how things are going.