

Restorative Responses For Those Who Have **Been Harmed**

- Would you like to share more about what happened?
- Can you share more about your thoughts/reaction when this was happening?
- Can you tell me about the impact this incident had on you and others?
- Tell me more about what you think are the main issues.
- What has been the hardest thing for you?
- Can you share what you think needs to happen to make things right?
- What other support do you and others need right now?

Restorative Responses For Those Who Have **Created Harm**

- Can you tell me about what happened?
- Can you share more about your thought process at the time?
- Can you explore what you have been thinking about since then?
- Who do you think this incident affected? Tell me more about how you think it affected them.
- What do you think you need to do to make things right?
- What do you think needs to happen to prevent this from happening again?

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Restorative Responses That Support Positive Impact

Building a culture of accountability requires positive reinforcement and reflection when things go right. Affirm positive impact when you see it and respond accordingly:

A bystander intervenes on a potentially problematic situation

Hey, thanks for helping diffuse that situation...

A formerly disengaged class begins to participate

I appreciate everyone's effort to be more responsive.

A student leader communicates their needs/limitations/boundaries

I admire your vulnerability and transparency in sharing...

A staff member shares their decision-making process and solicits others' feedback

Your transparency makes me feel more included.

After affirming positive impact, reinforce it with the following restorative reflections:

- Would you like to share more about your experience of what happened?
- Can you share more about your thought process at the time?
- Can you explore what you have been thinking about since then?
- Who do you think this positive impact affects? Tell me more about how you think it affects them.
- What has been the most beneficial thing for you?
- What do you think needs to happen to make sure this type of positive impact continues or happens again in the future?