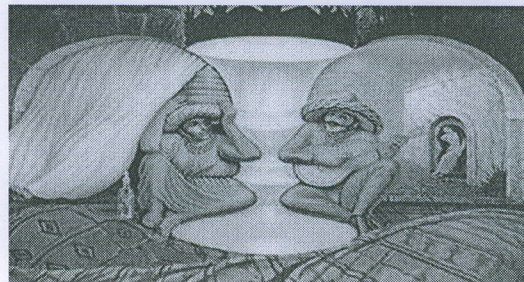


Understanding different perspectives



Understanding different perspectives



Understanding different perspectives



Respond Constructively to Others by:

- ▣ Listening to what they have to say
- ▣ Acknowledging their feelings
- ▣ Encouraging them talk about their experience

Restorative Language

- ▣ What happened?
- ▣ What are you thinking?
- ▣ How are you feeling?
- ▣ How do you think others are feeling and thinking?
- ▣ What has been the hardest thing for you?
- ▣ Who has been affected by this?
- ▣ What do you think needs to happen to make things right?

Restorative Enquiry: The Key Elements

Curiosity	What has happened from each person's perspective?
Concern	Who has been harmed/affected and how?
Compassion	How can the harm be repaired?
Collaboration	Who needs to be involved in repairing this harm?
Communication	How can everyone involved get the chance to express what they need to say and be heard?