5 Key questions

- What happened?
- What thoughts were you having at the time?
- How were you feeling at the time?
- Who else has been affected by this? How do you think they felt? How were they affected?
- What do we need to do now so that the harm can be repaired?

For those who have been harmed

- What did you think when you realised what had happened?
- 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?

The importance of listening to children

- Good listening skills allow children to feel safe enough to accept their feelings and express them freely (and appropriately).
- Good listening involves focusing on the message and reviewing the important information.
- Active listening is a powerful tool for assisting your child in talking through their ideas and reasoning.

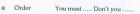
Active listening

- Looking interested
- Maintaining eye contact
- Nodding
- Friendly tone of voice
- Friendly posture
- Waiting giving the other person a chance to speak
- Reflecting feelings/reframing
- Asking questions Summarising
- Trying to understand what the other person is thinking
- Try to understand before being understood

Barriers to Effective Communication

- Interrupting
- Advising
- Challenging or contradicting
- Criticising
- Dominating

Barriers to Effective Communication



1	Threaten	You had better If you don't
		rou nua ocuci il you don t.

- You should When I was your age If I were you • Preach
- That was a stupid thing to do; your problem is Lecture
- You obviously don't care about Judge
- Excuse Don't worry, it will all blow over
- I don't think you are really facing up to this Analyse Provoke
- So she says you did it on purpose. What have you got to say? Interrogate Why were you there? What were you doing?
- Moralise This really isn't good enough
- You really are hopeless/selfish/thoughtless Scold
- Undervalue It can't be that bad; you shouldn't feel like that
- Take sides See it from their point of view ..