

Impromptu Restorative Dialogue

1. Engagement: to the person responsible for the harm

- *We need to talk about what just happened?*
- *Can you tell me what happened?*

2. Reflection: to person responsible

- *What were you thinking about at the time?*
- *What were you hoping would happen?*
- *What made you decide to do that?*
- *What have you thought about since?*
- *Who has been affected by what happened?*
- *How do you think they have been affected?*

3. Understanding the harm/impact (to person harmed)

- *What did you think when that happened?*
- *What was that like for you?*
- *What was the worst bit?*

4. Acknowledgement (to person responsible)

- *What do you think now about what you did? Was it helpful?*
- *What could you say right now to help fix things?*

5. Agreement (to person harmed first)

- *What would you like to happen as a result of our chat?*
- Then to person responsible – *Is that fair?/ Could you do that?*
- To both – *What else needs to happen to fix this?*

6. Arranging Follow-Up

- *Let's make a note of our agreement and I will catch up with you tomorrow to see how the agreement is going.*