



Active listening

Fully concentrate on what is being said rather than passively 'hearing' the message of the speaker.



Restorative questions

Explore everyone's thoughts and feelings and take an incident from the past/present towards a future solution.



Behaviour as communication

What is a pupil's behaviour telling us about their thoughts and feelings at any given time?

How can a better understanding of a child's thoughts and feelings change/influence my response to their behaviour?



The following questions are asked to each person in turn, usually starting with the harmer...

- What happened?
- What were you thinking/feeling at the time?
- What are you thinking/feeling now?
- Who's been affected by what happened and how?
- What do you/they need?
- What needs to happen to make things right?

Characteristics of good restorative facilitation:

- Be curious
- Don't prejudge
- Be regulated
- Be calm
- Engage in listening
- Use silence
- Support and challenge
- Ask don't tell
- Draw out thoughts and feelings
- Encourage honesty
- Identify needs
- Promote empathy
- Whose solution?

