

REFLECTIVE QUESTIONS

1) WHAT HAPPENED?

THINK ABOUT | Where was it? Who were there? How it happened?

- Build the scene from a bird's eye view
- Where were they?
- Who else were involved?
- **DO NOT GIVE YOUR OPINION OR QUESTION WHAT HAPPENED**
- Keep yourself completely **unbiased**

2) WHAT WERE YOU THINKING AT THE TIME? WHAT WERE YOUR THOUGHTS AND FEELINGS?

THINK ABOUT | “How were you feeling when that happened?”
“What did it make you feel like?”
“Have you felt that way before?”
“What were you trying to achieve by.....”

- Exploring the feelings that give rise to the problem/behaviour/situation – **be specific**.
- Child and young people might need to think about what they were trying to achieve with their behaviour, **what did they want to stop or start**.

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3) WHAT DO YOU THINK ABOUT IT NOW?

- They might not feel sorry still;
- All feelings are accepted;
- The victim might not be ready to forgive and is still hurt;
- All sides might have a part to play in the incident. Reassure the children that;
- Continue to validate the feelings but emphasise that they are not an excuse for hurting others.

4) WHAT ELSE HAS BEEN HURT OR AFFECTED BY WHAT HAPPENED?

- Make sure to include yourself, family members, teachers, etc;
- The child either harm or harmed have been hurt or affected;
- It is important for the children to see the full impact of their behaviour. This builds empathy.

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5) HOW DID THE SITUATION OF CONFLICT HURT THEM?

- Being physically hurt;
- Emotionally hurt;
- Missing out learning or teaching time;
- The consequences of the incident ie. Not wanting to be friends with them anymore as they lost trust.

6) WHAT NEEDS TO HAPPEN TO MAKE THINGS RIGHT AGAIN? DO YOU NEED HELP FROM AN ADULT?

THINK ABOUT | “Let’s think of what you could have done instead”

“Can you think of a different way to deal with your feelings?”

“I caZn help you to think of a different way to cope”

“Can you remember feeling this way before and what you did”

“Have you thought about doing this instead?”

- Identify alternative, more appropriate and more productive ways of expressing and/or managing feelings and behaviour/actions;
- Empower the child and young people to recognise feelings, behaviour and take ownership/responsibility of actions and finding ways to self-regulate in the future.

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SOLUTIONS

THINK ABOUT | “Try and do this next time you feel like this”

“Let’s decide what you will do next time you feel like this”

“Do you think doing that would be more helpful for you and others?”

- **AGREEING POSSIBLE SOLUTIONS** – scaffolding suggestions where appropriate



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