

Informal script (used for less serious incidents)

Introduction

Thanks for agreeing to meet today (check that everyone knows each other)

We're here to talk aboutwhich happened yesterday, when X happened (be specific about the facts).

We are not here today to decide if anyone is good or bad, but rather to explore how come this happened, what harm has been done and see what we can do to address the issues, and repair the harm.

There is no need to do the bit about "participate or else".

Telling the story, exploring the harm

Person responsible:

Tell us what happened? How did this unfold?

What were you thinking when you?

What have you thought about since?

What do you think that was like for?

Anyone else affected? In what way?

Person harmed:

What did you think whenhappened?

What have you thought about since?

How had this affected you?

How did your parents/friends/colleagues/classmates react when you told them?

What was the worst of it?

Support person (of both parties if present):

What did you think when you heard/saw?

How do you feel about what has happened?

What changes have you seen in?

What's this been like for you?

What has been the worst/hardest/most difficult for you?

Acknowledgement and apology

Person responsible:

Is there anything you could say at this point that might begin to make things right?

Developing the plan.

Develop the plan according to the script, working with the "victim" first, asking "what would you like to see happen to repair the harm to you?"

Or

" what suggestions do you have to address the issues you mentioned?" eg
"How would you like X to manage this issue in the future?"

It might be useful to ask the group if they think it's necessary to have the plan signed off by everyone. If they do, proceed with the usual process of recording, writing, and having the plan signed off. Offer to make them copies to take with them if they want.

You do the monitoring unless the group wants someone else to do it.

Close:

If the group doesn't want a formal agreement, tell them that you will email the agreement to them, and will also follow up and let them know how things are going at an agreed time

Thank everyone for their help, and wish them well with the agreement.

There may not be time for refreshments..... use your judgment about that.