



## RESTORATIVE TOOLS

### WE ASK QUESTIONS

Ask questions to understand or clarify  
Listen patiently for answers



#### Sample Restorative Questions

- What happened?
- What were you thinking?
- Who was affected?
- In what ways?
- What could make this right?
- What can you do to prevent this from happening again?

### WE USE "I" STATEMENTS

Speak about what you saw; you felt  
Speak about what you did or want to do  
Avoid "you" statements that accuse

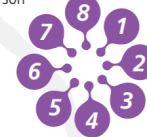
*"I feel..."*  
*"I want..."*  
*"I saw..."*

#### Sample "I" Statements

- *I feel hurt when ...*
- *What I need is ...*
- *What I am hearing is ...*
- *I am concerned about ...*
- *When I am shouted at I ...*

### WE TAKE TURNS SPEAKING

Each person gets heard  
Do not interrupt, wait your turn  
Listen to each person



#### Sample Circle Rules

- We speak from the heart
- We do not interrupt
- We wait our turn
- We listen to each person

### WISH

- W... When you do ...
- I... It makes me feel ...
- S... So I would like to propose that we ...
- H... How about that?