

## Restorative Approaches to Communication

- Take a deep breath
- Count to ten, if necessary
- Ask yourself, “Is this a good time to address this issue”?
- You are not alone. Call on a push-in helper, if needed
- Address issues privately
- Consider what the *function* of the behavior might be
- Validation: In the moment, do not try to fix it or give a lecture. Listen.



## When speaking to someone who has **caused harm**:

- What happened?
- What were you thinking about at the time?
- What have you thought about since?
- Who do you think has been affected by what you did? In what way?
- What do you need to help make things right?
- How can we make sure this doesn't happen again?

## When speaking to someone who **was harmed**:

- How can I help you?
- What do you need?
- What did you think when it happened?
- What have you thought about since?
- How have you been affected?
- What's been the hardest part?
- What's needed to make things right?
- How can we make sure this doesn't happen again?

## Going a bit deeper...

- Was it the right or wrong thing to do?
- Was it fair or unfair?
- What exactly are you sorry for?
- If you had to do it over, what could you do differently?

What is driving the behavior?

Questions for the **adult** to reflect on:

- What is driving the behavior?
- What does the child need?
- How can I change my perspective?
- What keeps me only looking at the behavior?
- What is the behavior *communicating* right now?
- What in the environment could be triggering this behavior?

## Validation

- Don't try to fix it
- Don't give life lessons or a lecture
- Try using one of these validation statements:
- What can I help you with?
- What do you need to feel safer?
- I hear you. That sounds hard.
- How did that make you feel?
- It sounds like you are really struggling

## De-escalation Strategies

- Breathe! Be calm and you will help the student be calm
- Be aware of your tone of voice & personal space
- Mirror words to help the child reflect and feel heard
- Redirect behavior by providing choices for alternative options for replacement activities

## More Sample Statements

- This must be hard for you. How can I help?
- I'm here. Let's talk about it together.
- It's ok to feel... (all emotions...)
- I understand that something is upsetting you, and you do not want to talk about it. That's ok. How can I help you make today better?