When responding to conflict, a restorative approach consists in asking the following key questions:

1. What happened, and what were you thinking at the time of the incident?
2. What have you thought about since?
3. Who has been affected by what happened and how?
4. What about this has been the hardest for you?
5. What do you think needs to be done to make things as right as possible?

For additional information on Restorative Practices, contact the SFUSD Restorative Practices Team at (415) 241-3030.