

Change the Questions After Something Goes Wrong

A 20-30 minute restorative leadership protocol for moving from consequence to responsibility and repair.

Use alongside required safety, policy, legal, and formal disciplinary processes - not instead of them.

1 HARM

What happened? What boundary, agreement, or relationship was affected? What needs to be made safe before anything else happens?

2 IMPACT

Who was affected and how? What did the incident change for students, staff, learning, safety, dignity, or trust?

3 RESPONSIBILITY

What does the person who caused harm need to own? What part is theirs - without excuses, humiliation, or making someone else responsible for the repair?

4 REPAIR

What can realistically be repaired? What action, acknowledgement, restitution, or changed behaviour would demonstrate responsibility?

5 RE-ENTRY

What would responsible return look like? What needs to be different, what support is required, and what will rebuild trust over time?

A FINAL SAFEGUARD

Reparation is not the same as reconciliation. Reconciliation is a process that begins with harm, responsibility, and repair.