

General Conflict Script Incidents of Harm

Step 1. Welcome and Introduction

Hello. As you know, my name is _____, and I have been asked to facilitate this meeting.

Introduce participants, if necessary.

I have spoken to all of you about the incident/s, and it is clear that what has happened has affected/hurt/harmed everyone involved. This is an opportunity to talk about what has happened and how each of you has been affected/hurt. To help us all work together again, we need to discuss ways of stopping any further hurt/harm so we can improve relationships.

Say to everyone: **Do you understand?**

Step 2. Start with the Person Who Has Been Most Affected

- I would like to start by asking _____ to talk about how they became involved and what happened.
- What were you thinking about at the time?
- What have you thought since?
- How has this affected/hurt you and others?
- What has been the hardest thing for you?

Step 3. Ask Each Participant in Turn the Above Questions

Step 4. Say to all participants

Now that we have heard how all of you have been affected/hurt in some way by what has happened, is there anything anyone would like to say at this point?

Step 5. Invitation to All Participants

- What suggestions do you have that will stop any further hurt/harm?
- What will help all of us work together again, without further conflict?

Step 6. Ask Each Participant

- What would you like to see come out of today's meeting?

Step 7. Invitation to All Participants (record undertaking/s, if required)

- What will each of you now do to help improve your relationships with one another?

Step 8. Final Invitation to Participants

- What have you found useful from today's meeting?

Step 9. Closing the Meeting

- Thank you for being involved. It has allowed us to share and understand what happened and, importantly, provided the opportunity to find positive ways of building better relationships with one another.