

## **General Conflict: Facilitator's Script**

This is a guide for incidents where there is no clear victim or offender.

### **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 (person's name) to talk about how he/she became involved and what happened?"
- "At the time, what were you thinking about?"
- "What have you thought since?"
- "How has this affected/hurt you and others?"
- "What has been the hardest thing for you?"

### **Step 3. Ask all participants 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.”