

1. Preamble

“Welcome. My name is (your name) and I will be facilitating this meeting.”

Now introduce each conference participant and state his/her relationship to the offender or victim.

“Thank you for wanting to resolve your conflict with the Peacekeepers. This is a chance for you to resolve your conflict and repair the harm that has been done.”

“This meeting will focus on the conflict which happened (read a summary of the incident report). It is important to understand that we will focus on what (offender’s name) did and how that unacceptable behavior has affected others. We are not here to decide whether (offender’s name) is/are good or bad. We want to explore in what way people have been affected and hopefully work toward repairing the harm that has resulted. Does everyone understand this?”

Say to offender: **“I must tell you that you do not have to participate in this conference and are free to leave at any time, as is anyone else. If you do leave, the matter may be referred to the office.”**

“The conflict may be resolved through this process so we encourage you to fully participate.”

“Do you all understand?”

2. Offender

“We’ll start with (offender’s name).”

- **“What happened?”**
- **“What were you thinking about at the time?”**
- **“What have you thought about since the incident?”**
- **“Who do you think has been affected by your actions?”**
- **“How have they been affected?”**

3. Victim

- **“What was your reaction at the time of the incident?”**
- **“How do you feel about what happened?”**
- **“What has been the hardest thing for you?”**
- **“How did your family and friends react when they heard about the incident?”**

4. Victim Supporter

- **“What did you think when you heard about the incident?”**
- **“How do you feel about what happened?”**
- **“What has been the hardest thing for you?”**
- **“What do you think are the main issues?”**

5. Offender Supporter

“Do you mind if we ask you some questions about what happened?”

Have them respond to all of the following questions.

- **“What did you think when you heard about the incident?”**
- **“How do you feel about what happened?”**
- **“What has been the hardest thing for you?”**
- **“What do you think are the main issues?”**

6. Offender

Ask the offender: **“Is there anything you want to say at this time?”**

7. Reaching an Agreement

Ask the victim: **“What do you need from the offender to make things right with you? Is there anything (the offender) can do to make it better for you?”**

Ask the offender to respond.

At this point, the participants discuss what should be in the final agreement. Solicit comments from participants. It is important that you ask the offender/s to respond to each suggestion before the group moves to the next suggestion, asking **“What do you think about that?”** Then determine that the offender agrees before moving on. Allow for negotiation.

As the agreement develops, clarify each item and make the written document as specific as possible, including details, deadlines and follow-up arrangements.

As you sense that the agreement discussion is drawing to a close, say to the participants:

“Before I prepare the written agreement, Let me paraphrase what has been discussed so far.”

Read the items in the agreement aloud and look to the participants for acknowledgment. Make any necessary corrections.

8. Closing the Conference

“Before I formally close this conference, I would like to provide everyone with a final opportunity to speak. Is there anything anyone wants to say? Is everything ok with the agreement?”

Allow for participants to respond and when they are done, say: **“Thank you for what you said today. Congratulations on the way you have worked through the issues. Please take a moment to decorate a symbol while I prepare an agreement that you will sign that explain you decided was our plan moving forward.”**