

BEHAVIOR · Y2 TO Y6

Restorative Conversation Scripts

What to actually say

Why this matters

Most behavior training tells you to 'have a restorative conversation' — but few people are shown what one actually SOUNDS like. Without a script in your head, the conversation drifts: it becomes a telling-off, a pep talk, a vague 'how do you feel about it?' that the child has long since learned to wait out. This pack gives you scripts for the five most common scenarios. The scripts are based on the standard restorative questions (Mark Finnis, Belinda Hopkins) but adapted for primary children, with the actual phrasing that works. SCRIPTS ARE A SCAFFOLD, not a straitjacket. Use the words for the first 10 conversations, then make them your own. The structure is the point — not the literal phrases.

The core five questions (your foundation)

Behind every script below sits the same five-question structure. These are non-negotiable. 1. **What happened?** (not 'what did you do?' — gives child space) 2. **What were you thinking / feeling at the time?** (acknowledges they had a reason) 3. **Who has been affected? How?** (introduces other people's experience) 4. **What needs to happen now to put it right?** (gives them agency) 5. **What would help next time?** (forward-looking, not just punishment) The SCRIPTS that follow are different ways to ASK these questions, depending on the situation. The structure is always there underneath.



SCRIPT 1 — Low-level disruption (e.g. talking, distracting others)

SCRIPT 2 — Friendship rupture (two children who fell out)

SCRIPT 3 — After-incident reset (after a big incident — meltdown, walk-out, hit)



SCRIPT 4 — Chronic refuser (won't engage, won't talk)

SCRIPT 5 — Child-and-parent reset (after a sequence of incidents)

Three things to remember

