



# The Consistent Conversation Compass

## How to navigate tricky conversations consistently and easily

Consistency is important in schools because it means our teachers are all on the same page, and our students know what to expect.

The Consistent Conversation Compass gives you an easy way to navigate tricky conversations through a restorative approach.

So, next time your teacher radar 'pings' to tell you the moment is worthy of a little chat - you'll have the tools you need.

### THE APPROACH

- Approach the student with a firm view that you want the student to win/succeed.
- Remember that your job is simple - to conduct a fair and decent conversation.

### THE PAST

- Ask past-focused questions like: "What was that all about?" and "What was going on there?"
- Wait for answers. Stare them out! This provides important think time.
- If a student says: "Nothing" just calmly respond "No problem. I'll give you a moment to think"
- Refuse to argue. The point of the past based question is to engage, not to investigate.

### THE PRESENT

- Ask present based questions like: "How do you think that impacts me?" and "How do you reckon s/he feels about that?"
- Wait for answers. Stare them out... again! Identifying the harm is a really important step in the process.
- If a student says: "I don't care" just calmly respond "I asked if you know, not if you care."
- Accept blunt and even semi-accurate responses. Get just enough to move forward.

### THE FUTURE

- Ask future-focused questions like: "Ok, what do you think s/he needs to not feel scared?" or "That's right. I'm frustrated. Got any ideas for fixing that?"
- Where it helps, provide ideas. A little multiple choice perhaps.
- Thank and congratulate the student when they take agreed action ... not when they've merely decided to.
- Offer support to take action ... if you think s/he needs it. "Anything I can do to help?"
- Know that you've supported the student to shed the shame of falling short and built their capacity to self-regulate.

### WELL INTO THE FUTURE

- Observe students in your care taking personal responsibility through action, due to your consistent approach to expectable wrongdoing.
- Stay out of the way and allow students to take charge of the conversation when they're ready.

**KEY – Language, Conduct, Mindset**

#### What's in it for you?

You change the game! When you play a punitive game with students they stall, lie exaggerate and blame - and that can take forever! But when the 'game' is being thanked by an authority for taking personal responsibility.. then students rush to the end-game. This saves you time and stress, and it makes you more effective too.



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