



## Empathy Questions

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- You seem really upset, what's up?
- How did you feel about what happened?
- This is really difficult.
- I know that this is hard for you.
- From what you are saying, it seem like you are feeling {mad, sad, frustrated, etc.}, is that right?
- It makes sense that you would feel that way.
- No wonder you're upset
- You're in a tough spot here.
- That sounds frustrating
- You really don't want to be in this situation.
- You felt like you had no choices.
- It seems like you wish you didn't {insert behavior}.
- How can I help?

## Responsibility Questions

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- What happened? (accepting student version as their truth)
- What were you hoping would happen?
- If you had this to do over again, what would you do differently
- Where did this go wrong?
- How did this situation affect you? How did it affect other people?
- How do you feel now? How do you think \_\_\_\_\_ feels now?
- What did you learn from this experience?
- What do you see as your choices right now?
- What do you need to do next? What can you do to make this situation better?
- What needs to happen to make this right?
- What will you do next?