

I. M. P. A. C. T.

"Listen. People start to heal the moment they feel heard."

-Cheryl Richardson



What are Affective Questions?

Affective questions are questions that elicit expressions of attitude, values, or feelings. It is a tool used to process an incident of wrongdoing or conflict.

Why are Affective Questions Important?

Affective questions play an important role in bringing forward what people are thinking and feeling. It helps to revise our thinking so we can see conflict in a school setting as an opportunity to foster learning and build better relationships. It also allows people to reflect on the impact of their behavior and to learn empathy for those whom they have affected. The use of affective questions is still addressing inappropriate behavior but in a way that encourages others to think for themselves about their actions.

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What to ask when challenging behavior:

1. What happened?
2. What were you thinking of at the time?
3. What have you thought about since?
4. Who has been affected by what you have done?
5. In what way have they been affected?
6. What do you think you have to do to make things right?

What to ask to help those who have been affected:

1. What did you think when you realized what had happened?
2. What impact did the incident have on you and others?
3. What has been the hardest thing for you?
4. What do you think needs to happen to make things right?