

Here are some steps you can follow to support you in being open to the learning opportunity you are being offered:

*How to respond when you've caused harm*

# CLAIM

## CENTER & GROUND

You're not being attacked. You're a good person. This is about your behaviour and stopping harm to others.

## LISTEN

Don't interrupt or think of ways to defend yourself first. Instead, focus on learning what was harmful and being empathetic.

## ACKNOWLEDGE / APOLOGIZE

Instead of explaining why you did what you did, first acknowledge what happened. If needed or requested, apologize for the harm done.

## (I)NQUIRE

If the person/people harmed consent, and have the time and resources, ask what you could have done instead and how to make amends.

## MOVING FORWARD

The best apology is changed behaviour. If the person/people harmed gave you reasonable things to change, change them. Don't repeat the harm. Use this experience to help others learn, too.

You can always reach out to trusted adults, friends, or peers for support when having difficult conversations.

Think about what these steps involve, open a discussion to revise group norms, and create a process for giving and receiving feedback unique to your group. To do this work appropriately, a collective and collaborative approach is needed.

Access the full resource here, for more information.



The information and visual presented were adapted from Lukayo. It is considered community knowledge and was taught to Lukayo by Melanie Jubinville-Stafford.



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