

RESETTING CHALLENGING RELATIONSHIPS:

How to Revisit Past
Tensions and Build a Path
Forward With Families



RESTORATIVE PRACTICE IN SPECIAL EDUCATION

RESET QUESTION

What might we need to
acknowledge or adjust to
rebuild trust with this family?



NAME THE IMPACT

Explore how the interaction may have been experienced by the family, even if the intention was positive.

RECONNECT TO SHARED PRIORITIES

Refocus on what matters most to the family and the student to create common ground.

LISTEN WITH CURIOSITY

Invite families to share their perspective and listen to understand, not to respond.

REFLECT AND ADJUST

Consider how communication, decisions, or systems may have contributed to tension and what could be done differently moving forward.

STRENGTHEN TRUST OVER TIME

Clarify next steps, follow through on commitments, and maintain consistent communication to rebuild trust.