No Blame Approach: Guideline: Meeting with the support group

- Introduction
  → By addressing students personally and by name
  → Establish rapport

- Transition to the subject of the meeting
  → You are probably wondering why...
  → ... because I need your help

- Describe the problem
  → X is having a hard time...
  → X didn’t come to school last week...
  → ... anything that is relevant

- Express your personal concern/personal interest

- Use I statements:
  → I am worried about X.
  → I am alarmed that...
  → I find it important that...
  → I want things to change...

- Approach students as “experts” who can help
  → I am convinced that you can help me.
  → Address each student individually by naming a personal skill he/ she has... (Here it is important to refer to real skills the students have – nothing general or superficial)
  → You know your class and your classmates.

- How to deal with accusations and criticism
  → Don’t respond to them in depth
  → We are not here to analyze who did what during the last weeks but to reflect on how to improve the situation for X.
  → Our view is future-oriented.

- Develop ideas
  → Ask the students to contribute ideas and visualize them on a flipchart (including the names who is responsible for what)
  → All students have to participate (participating can also mean that the bullying protagonists declare that they will stop bothering X.)
Teacher expresses praise and confidence

Teacher thanks the students for their input and commitment
You will make it!
Agree on a date for the follow-up meeting in 8 – 14 days

Source: Fairaend, Heike Blum, Detlef Beck, Trainingmaterial, Gespräch mit Unterstützungsgruppe - Gesprächsleitfaden