

# Primary Lesson Plan: Oops & Ouch! A way to manage difficult conversations

This lesson explores a key tool to use when having difficult conversations, or when something has been said that has caused upset or offence.

The ‘Oops & Ouch’ tool comes in use during difficult moments, making space for learning opportunities.

This lesson helps your students practice more key skills involved in strengthening the level of respect in a dialogue.

‘Oops’ teaches empathy, sensitivity, responsibility and self-reflection, while ‘Ouch’ requires honesty and calls for an awareness of an imbalance of respect.

**Total lesson length:** 55 mins

## Learning objectives

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- To understand how to be sensitive and respectful when speaking to other people
- To practice constructive ways of solving misunderstandings

## Preparation

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- Safe Space film downloaded (included)
- Script 1 printed ×2
- Script 2 printed ×2

## Curriculum topics

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### RE

- Religion and society
  - / Community cohesion

### PSHE

- Relationships

### RSE

- Respectful relationships

### Citizenship

- Community, Identity and Diversity
- Rights and responsibilities

Timings	Script	What you will need
5 mins	<p><b>Safe Space recap</b></p> <p>Explain that we are going to talk about things that might be difficult, so it important that the class is in a safe space.</p> <p>Recap the class Safe Space Agreement:</p> <ul style="list-style-type: none"> <li>• Being respectful</li> <li>• Understanding each other</li> <li>• I speak for myself</li> <li>• Listening with your whole body</li> <li>• Discussing not arguing</li> </ul> <p>Play <a href="#"><u>Safe Space film</u></a>, if required.</p>	

Timings	Script	What you will need
10 mins	<p><b>Activity 1:</b>  <b>What ‘Oops &amp; Ouches’ have happened me today / this week?</b></p> <p>Write ‘Oops &amp; Ouch’ on the board and ask the students what they think it means.</p> <p>Then ask the children to think about anything about their week / day so far and discuss in pairs, and / or write down some ‘Oops &amp; Ouch’ moments. Start by modelling your own experiences, e.g.:</p> <p><b>Ouch</b></p> <ul style="list-style-type: none"> <li>• This morning I hit my head on a kitchen shelf whilst rushing to get my toast</li> <li>• A man stepped on my foot whilst I was on the bus to school</li> <li>• My friend forgot to ring me on my birthday</li> </ul> <p><b>Oops</b></p> <ul style="list-style-type: none"> <li>• I burnt my toast this morning and set off the fire alarm.</li> <li>• Yesterday I forgot my house keys and had to wait until my sister came back from work to let me in</li> <li>• I was late to the morning staff meeting and got a long stare from the headteacher</li> <li>• I forgot to send a card to my Mum before Mother’s Day</li> </ul>	

Timings	Script	What you will need
	<p>You can use the images on the PowerPoint presentation to help prompt them.</p> <p>Ask the class to share their 'Oops &amp; Ouches' of the week.</p>	PowerPoint presentation

Timings	Script	What you will need
	<p><b>Activity 2: Oops &amp; Ouch when talking to others</b></p> <p>Start with a group discussion to introduce the idea of thinking about the words ‘oops’ and ‘ouch’ when we are talking to one another.</p> <p>The following questions may help:</p> <p><b>Ouch</b></p> <ul style="list-style-type: none"> <li>When people are talking to teach other / having a conversation and someone says (or thinks) ‘oops’ what do you think might have happened?</li> <li>Who has ever accidentally said something that upset / offended someone that they wished hadn’t come out that way?</li> </ul> <p><b>Oops</b></p> <ul style="list-style-type: none"> <li>When in a conversation someone says ‘ouch’, what do you think might have happened?</li> <li>Who has ever felt upset or uncomfortable by something someone has said? How did you feel?</li> </ul> <p>Ask the children to look at the images on the PowerPoint and discuss what might have happened to each of the characters, based on what their body is showing (body language).</p>	PowerPoint presentation

Timings	Script	What you will need
10 mins	<p><b>Activity 3: Scripts</b></p> <p><b>Part 1 (5 mins):</b></p> <ul style="list-style-type: none"> <li>• Script 1 (KS1) <i>Zimo and Janna</i></li> </ul> <p><b>Zimo:</b> Hi Janna. Are you excited about lunch today?</p> <p><b>Janna:</b> Hi Zimo. What do you mean, what's happening at lunch today?</p> <p><b>Zimo:</b> We're getting a roast meat dinner today!</p> <p><b>Janna:</b> I don't eat meat, so it won't be very special for me...</p> <p><b>Zimo:</b> Why not? That is <i>so silly</i>, meat is delicious!</p> <p><b>Janna:</b> It's not silly at all – think of the animals and the environment!</p> <p><b>Zimo:</b> Oh of course, I didn't think...</p> <p><b>Janna:</b> Don't worry, they always have delicious vegetarian food on Wednesdays.</p> <p>Ask the students to either underline the ‘oops &amp; ouch’ sentences / words in the script or point to the sentences / words on the board.</p> <p>Ask them how Zimo and Janna resolved the situation.</p>	<p>Script 1</p> <p>PowerPoint presentation</p>

Timings	Script	What you will need
	<ul style="list-style-type: none"> <li>• Script 2 (KS2) <i>Precious and Jeff</i></li> </ul> <p>Precious: Hi Jeff. What time is it?</p> <p>Jeff: Hi Precious. Well err, it's 9:20 in the morning...</p> <p>Precious: What time do you call this?!</p> <p>Jeff: What do you mean?</p> <p>Precious: I mean, you're late! You missed registration again!</p> <p>Jeff: Oh, well yeah I know, but I'm not in trouble...</p> <p>Precious: Well that's not fair! When I'm late I get into trouble! What's so special about you?</p> <p>Jeff: Why're you being so nasty to me? I help look after my Mum, remember? She has a disability, her carer was late today and I had to wait!</p> <p>Precious: Oh Jeff, of course! I totally forgot about the situation with your Mum, sorry! It's just I got really told off today for being late, and it really upset me, and I didn't know why this happened to me and not you.</p> <p>Jeff: Well OK... I would be on time if I could... But I can imagine how it might be upsetting to see someone get away with being late if you didn't know they had a valid reason.</p>	<p>Script 2</p> <p>PowerPoint presentation</p>

Timings	Script	What you will need
	<p><b>Precious:</b> What can I do to help? It must be hard being a carer as well as going to school every day.</p> <p><b>Jeff:</b> Thanks! Yes, it would be great if you could remind any new teachers why I might be late in future.</p> <p>Ask the children to work in pairs / groups to consider the questions on the board (also below):</p> <ul style="list-style-type: none"> <li>• Who acknowledges first that it was hurtful?</li> <li>• Does the ‘Ouch person’ manage to express how they feel, is it difficult or easy?</li> <li>• Does the ‘Oops person’ take responsibility and try to explain why they said what they said?</li> <li>• What’s the outcome of the situation?</li> </ul> <p>Ask the pairs / groups for their answers</p>	

Timings	Script	What you will need
10 mins	<p><b>Activity 4: Role-play</b></p> <p>Explain that now you would like to the students to create their own role-play scenarios that contain an ‘oops &amp; ouch’ moment, as well as a resolution.</p> <p>Make space, or go to school hall, and get the students into pairs / groups.</p> <p>You can use the characters on the PowerPoint presentation to act as inspiration, ask them to act out what might have happened and how it was resolved.</p> <p>Ask each group to perform their role-play to the rest of the class.</p> <p><b>Writing work:</b> You could ask the children to write up their scripts (KS2).</p>	PowerPoint presentation

Timings	Script	What you will need
10 mins	<p><b>Activity 5: Discussion (KS2)</b></p> <p>Using the statements on the PowerPoint presentation, facilitate a discussion with the class.</p> <p><b>“When having a conversation with people different to me, it’s normal to say things which I then regret.”</b></p> <p>You could suggest that yes, it is normal – it’s important to try to avoid saying anything which upsets people and we can take steps (e.g. using other safe space tools) to be as careful as possible. But it does happen, and it doesn’t mean we are bad people. The important thing is to acknowledge it and take responsibility for the situation – by apologising, empathising with the upset person’s feelings and trying to reframe what was said.</p> <p><b>“If someone is upset by something I’ve said, they should let me know. I’m not a mind-reader.”</b></p> <p>Usually if someone is very upset or offended by what we’ve said, we can tell by their body language. Because of how difficult it can be for someone to tell us they’re upset, we should try to check with them. There’s nothing to lose by doing this, and it invites a learning opportunity. Sometimes you might not have any idea that your words have had a negative impact, but the onus is always on you to be responsible for what you say and aware of the consequences.</p>	PowerPoint presentation

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**“If I say something that upsets someone, it’s best to just ignore it and move on quickly.”**

There's something to be said for not dramatising a situation.

If a brief and sincere apology, or a nod to how offensive something could've been, is appropriate, that works.

Also, sometimes things are so hurtful that they need time and space before they can be addressed. If, however you're speaking to someone you might not see again and you have a limited amount of time to reach a positive solution, it's best to give the situation the attention it needs at that time, and unpack it properly. Brushing problems under the carpet doesn't usually help.

**“If someone offends me during a conversation, I should find a calm way to express what I’m feeling.”**

It's always good to avoid further damage and escalation of conflict, but you are not responsible for other people's feelings. While it's important that the other person understands how what they've said has been offensive, what is equally important is that you deliver the information and share your perspective. If you are too hurt to express what you are feeling, particularly in a conversation which makes you feel less than powerful, nobody can make you share what you don't want to, or teach someone what they need to learn.

Timings	Script	What you will need
2 mins	<p><b>Plenary</b></p> <p>Bring the lesson to an end by recapping the key principles of ‘Oops &amp; Ouch’:</p> <p><b>Oops</b></p> <ul style="list-style-type: none"> <li>• Be aware of the impact of your words</li> <li>• Treat people how you want to be treated</li> <li>• Try to rectify the situation without having to be told to</li> </ul> <p><b>Ouch</b></p> <ul style="list-style-type: none"> <li>• Remember that it’s ok to feel hurt sometimes</li> <li>• Feel free to express that you’d like someone to reframe what they said</li> <li>• You can simply say ‘ouch’ if you are struggling to find the words to express yourself</li> <li>• Take any closing thoughts or conclude any conversations which have come up during the lesson</li> </ul>	