

RESTORATIVE COMMUNICATION & CONFLICT RESOLUTION



WHAT IS RESTORATIVE COMMUNICATION?

Restorative Communication is a way to **repair relationships** that have been damaged by conflict, and prevent future conflicts from arising. By making **simple changes** in our language, we can experience **dramatic shifts** in our results.

Here are the Core Concepts of Restorative Practices:

- **How we feel is important.** Our emotional state has enormous impact on our ability to be productive, experience enjoyment and satisfaction, and make positive connections with others.
- There are many ways that conflict shows up, **but they all share an underlying structure.** Conflict arises when someone does or says something that we find harmful, and we want them to stop or **change their behavior.**
- When we want someone to change their behavior, we usually **use threats, fear, or punishment to get them to change.** "If you show up late again, you're fired."
- Using Restorative Communication, by clearly expressing our needs and offering the space for others to do the same, we can create change through building greater **connection, compassion, and collaboration.** "What can I do to support you in being prepared and on time for the meeting tomorrow?"

SMART AGREEMENTS

Specific

Describe exactly the behavior you want to see.

Measurable

Give discreet amounts.

Actionable

Make it something you can physically do.

Realistic

Is this a realistic expectation for this person at this time?

Timely

Timebox your request.

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LOOK

- Describe the events exactly as they happened.
- Avoid judgments, exaggeration, or assumptions.
- Avoid telling people how they feel or what they think!
- Use "I" statements whenever possible. ("I noticed that...")



FEEL

- Communicate how the events made you feel.
- Make them feel heard!
- Always focus on building compassion & empathy.



OFFER

- What needs is the person trying to get met in this situation?
- Can you offer to meet their needs in some way?
- If nothing else, you can always offer to listen!



ASK

- Make requests, not demands.
- Make SMART requests.

PRACTICE L.F.O.A.!

Think of a specific event that occurred recently. Describe the exact behavior you would like to see changed.

- What are some of the emotions you felt as a result of this happening?
- What do you think the other person is feeling, and why?
- Is there something you can offer to do for this person to help get their needs met in a different way?
- What specifically would you like them to do differently? Write down the S.M.A.R.T. alternate action that you would like them to take.

LOOK	"I noticed that _____ happened. What did you observe?" event
FEEL	"When _____ happened, it made me feel _____. How did it make you feel?" event emotion
OFFER	"What do you need in this situation? Can I help you get that need met in another way?"
ASK	"Next time _____ happens, can you please _____ ?" event alternate action