



## Restorative Conferencing and Processes: 'Workplace Conflict'

### SynRJ Module 3b

This course is designed to prepare participants to run restorative conferences and / or use restorative practices in their everyday role in the workplace. It will also assist UK organisations in meeting requirements for informal processes under Employment Regulations.

The course focuses upon promoting processes, at a formal or informal level, that are good at providing fair process. The central theme being; "we are most likely to cooperate or trust in systems, whether we ourselves win or lose, if the process is fair." The course emphasises the importance of good processes, rather than a preoccupation with outcomes alone.

### Benefits

- brings together all those affected by conflict in the workplace
- allows participants to come to a shared understanding
- provides a safe environment for the expression of emotion
- provides opportunities to rebuild damaged relationships
- rebuilds working relationships and strengthens teams
- processes can be used proactively or reactively
- can be used within existing discipline and grievance systems
- pursue personal accreditation

### Focus

- continuum of practice
- dealing restoratively with cases involving both accepted and unaccepted responsibility
- dealing restoratively with cases involving acknowledged and unacknowledged harm
- using the restorative conferencing script
- preparation of participants
- practical, relevant role-play opportunities
- the role of the facilitator

### Agenda & Materials

- group exercises to practice facilitating conferences in a workplace setting
- feedback from experienced restorative facilitators
- exercises to look at dealing with acknowledged and unacknowledged harm
- instructional videos and discussion
- pre-read material and instructional books:
  - *Restorative Justice Conferencing* - case studies and training manual
  - *Student Course Workbook*
- accreditation opportunities