



Developing effective Relationships

Using Restorative Principles

Welcome to this introduction to **DEVELOPING EFFECTIVE RELATIONSHIPS**

- This workbook will...
- Introduce you to some of the principles of restorative practice, and explain why its important.
- Introduce some of the ways you can start to develop effective relationships
- Suggest some ways to use a restorative approach to resolve conflict
- Offer some links to other resources you can look at

Principles of Restorative Practice

Why being restorative is important to
relationships, and where that comes from

Why do we need effective relationships?

- All we have is our relationships – they form the basis for everything we do and our stepping stone to thriving.
- Research shows that good relationships help people live longer, deal with stress better, have healthier habits, reduce crime, and have stronger resilience.
- Humans have a natural desire to connect with others.
- It is through the process of communicating and relating that individuals become successful.



The origin of Restorative Practice

Restorative practice is a social science that uses learning from many different subjects.

These include:

- Sociology
- Psychology
- Criminology
- Leadership and organisational development
- Social Work
- Education
- Crime and anti-social behaviour
- Repairing harm and restoring relationships
- Trauma
- Social Justice

Restorative Principles

When we value others as human beings we care about...

Language

Focus on the language used by adults

Harm

A range of informal and formal responses to harm and wrongdoing

Collaboration

People make positive changes when we do things **WITH** them, instead of **TO** them or **FOR** them

Connection

An emphasis on building social connections

Community

A commitment to involving the families, communities, partners and teams



Why is being restorative important?

In restorative groups, communities and organisations...

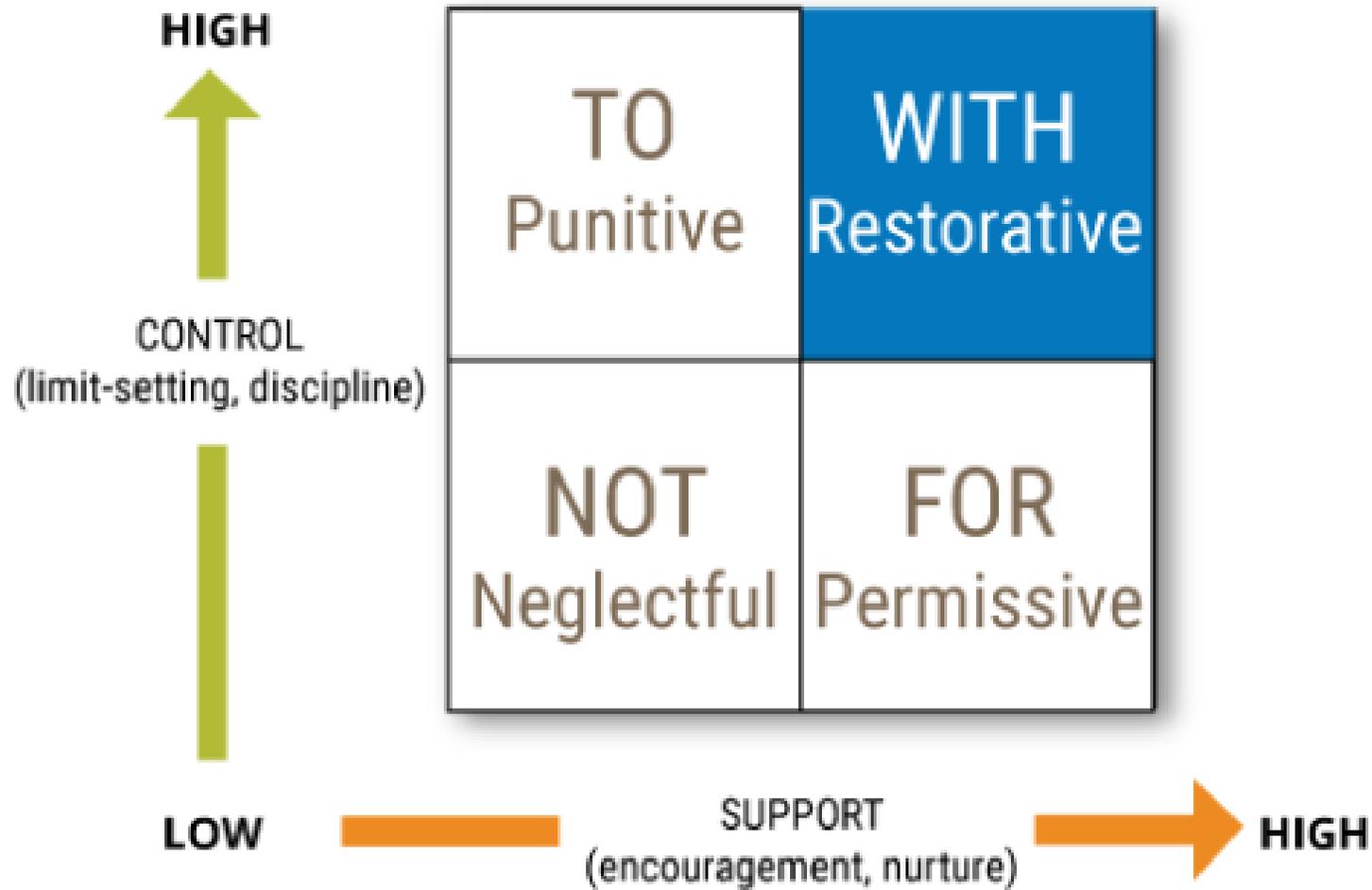
- 1 Resilience People build resilience in themselves and others, by strengthening relationship and working with each other.
- 2 Connection People feel a sense of belonging and connection
- 3 Relationships People experience well-being, achievement and success through healthy relationships with others.
- 4 Opportunities People value difference, disagreement and conflict as opportunities to learn and grow.
- 4 Community People are supportive and socially responsible
- 5 Inclusivity People appreciate that learning is important, so are respectful and inclusive at all times.

What is the basis of restorative communication?

- Remember that everybody in the group is important, and each bring value.
- It is important that all people in the group are included in a decision, or at least understand why a decision has been made.
- Strong relationships rely on working together and communicating effectively, regardless of who the relationship is with.
- It is also important to respect each other even when you don't agree.
- We must listen to what people have to say and give everyone the opportunity to be heard.
- We must always be mindful about the environment we are creating with our communication.

How to build restorative relationships

Putting restorative principles into practice



Working With

The **Social Discipline Window** describes four basic approaches to relationships

The most effective relationships are those where there is equal power and partnership

The Social Discipline Window Explained

TO

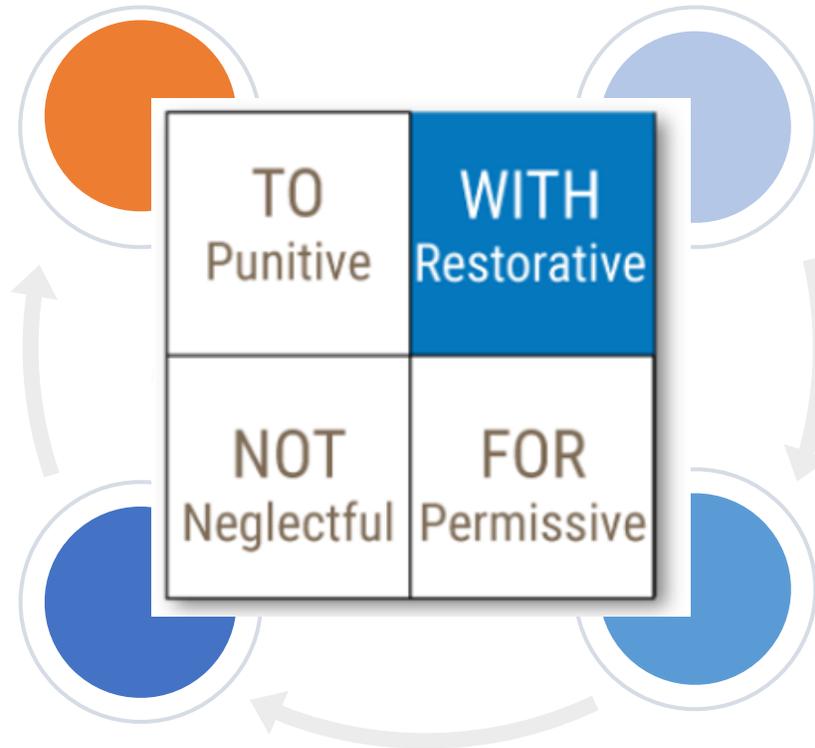
When we are working with someone in a way that has high challenge for them, but we offer them low levels of support in how to do things, then we are working in a way where we are doing things TO them rather than WITH them.

Individuals feel unhappy because they are ordered or told what to do - often with minimum input or dialogue

NOT

When we are working with someone in a way that has low challenge for them, but we offer them high levels of support in how to do things, then we are working in a way where we are neglecting them and NOT doing things, rather than doing things WITH them.

People who should take responsibility don't take any - nothing happens. Individuals experience uncertainty and lack of confidence to move forward.



WITH

When we are working with someone in a way that has high challenge for them, and we offer them high levels of support in how to do things, then we are working in a way where we are doing things WITH them.

This is our goal.

Individuals are happier if things are done WITH them, not TO or FOR them

FOR

When we are working with someone in a way that has low challenge for them, but we offer them high levels of support in how to do things, then we are working in a way where we are doing things FOR them rather than WITH them.

Individuals are unable to grow and develop or try new things - because others disempower them and mistrust them by doing everything for them

Creating **With** Conditions is done through..

Connection & Belonging

It is feeling like you are on the inside or part of a group. When you feel connected you feel part of a team - you feel valued.

Restorative Dialogue

This means that when we talk to others we need to be non-judgemental and together, find inclusive, solution focused ways of dealing with problems or situations.

Partnership and Fair Process

This simply means that anyone who will be affected by a decision must be fully included in the decision making process.

Restorative Circles

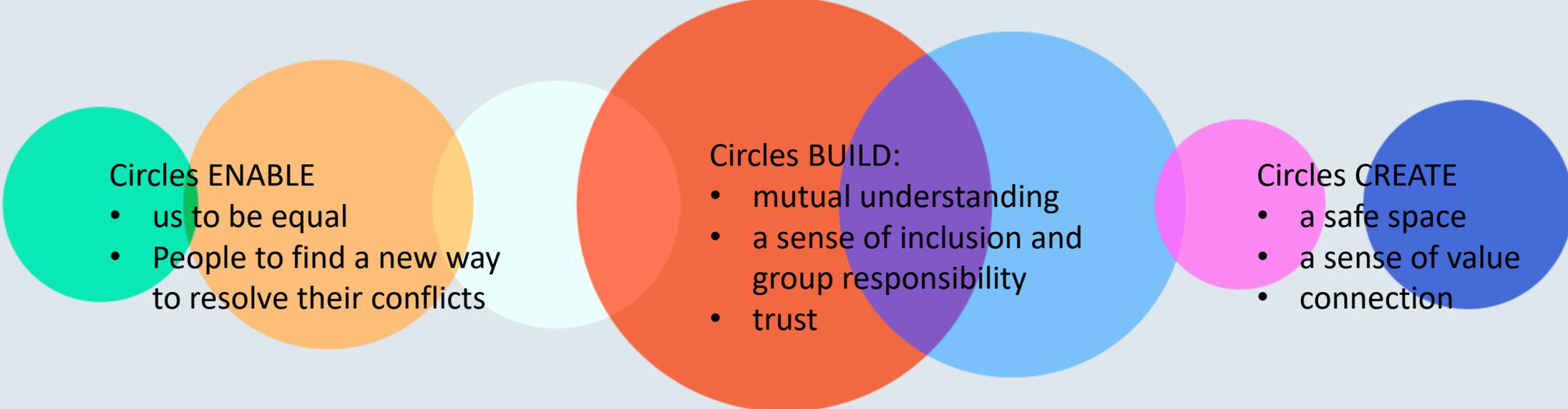
A circle is a restorative practice that can be used to develop relationships and build community. It allows people to tell their stories and offer their own perspective.

Circles can help to

- Learn from each other
- Resolve conflict
- Promote healing
- Focus on support
- Promote decision making
- Enable information exchange
- Enable relationship development



Benefits of circles



Circles ENABLE

- us to be equal
- People to find a new way to resolve their conflicts

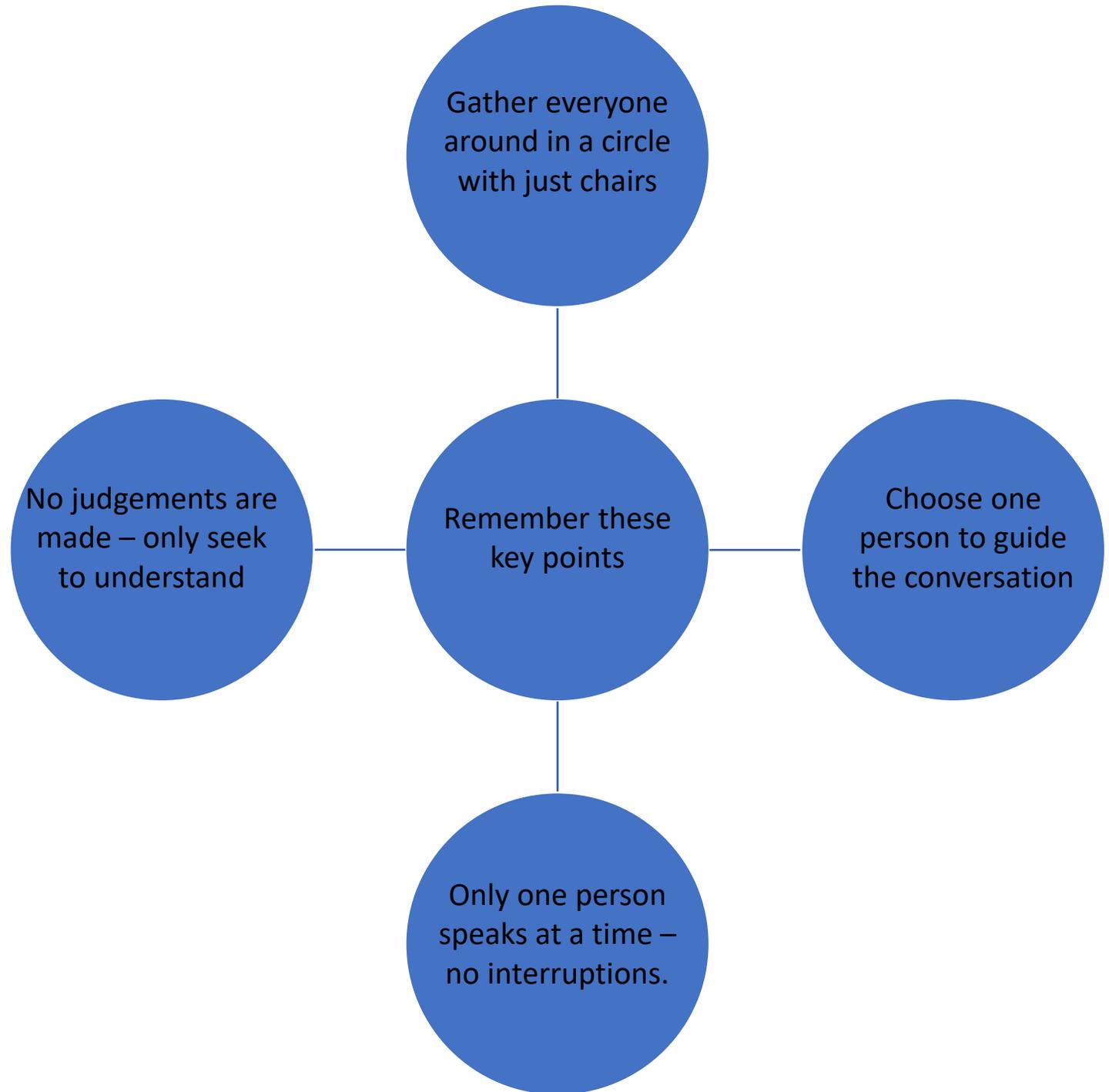
Circles BUILD:

- mutual understanding
- a sense of inclusion and group responsibility
- trust

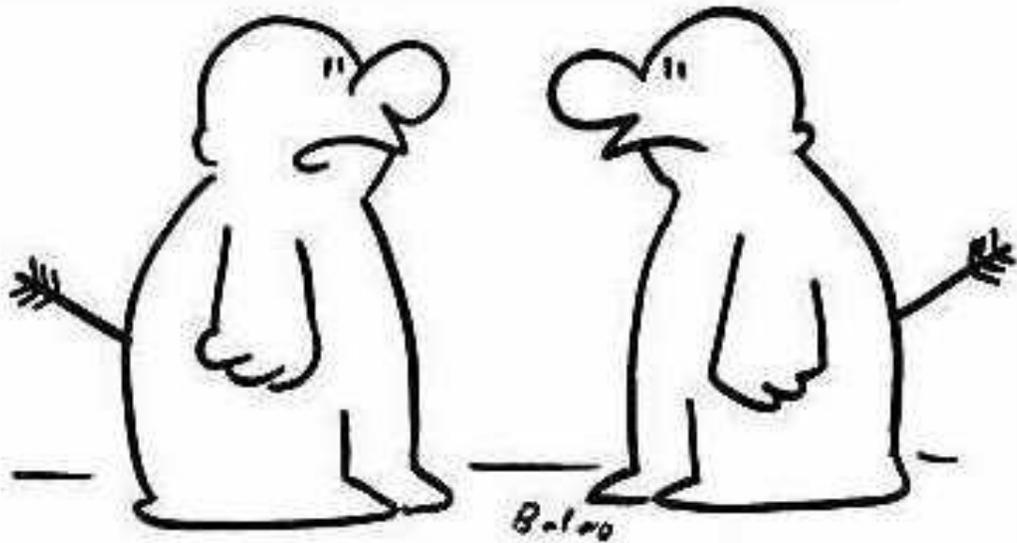
Circles CREATE

- a safe space
- a sense of value
- connection

How to run a circle

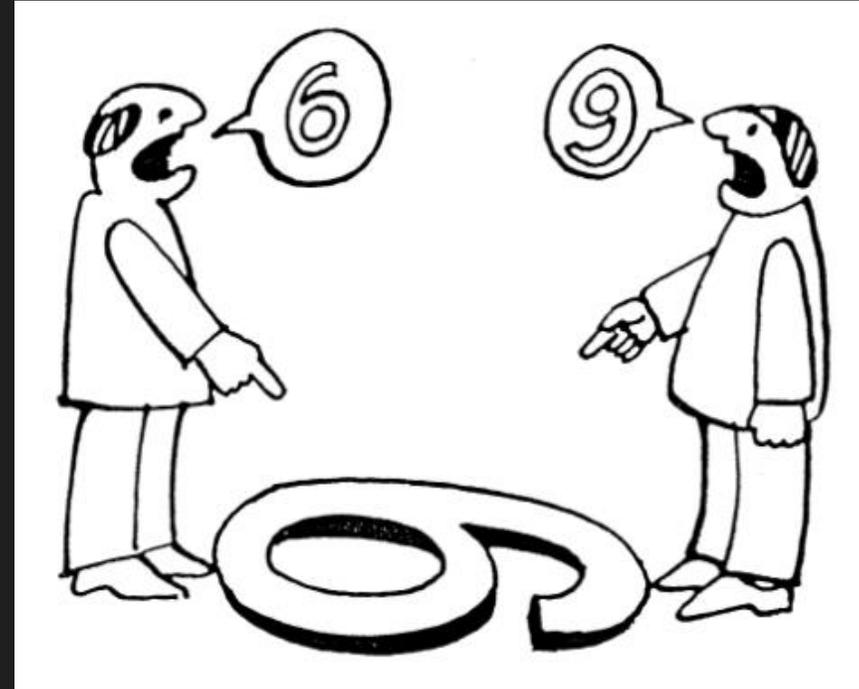


Develop Empathy



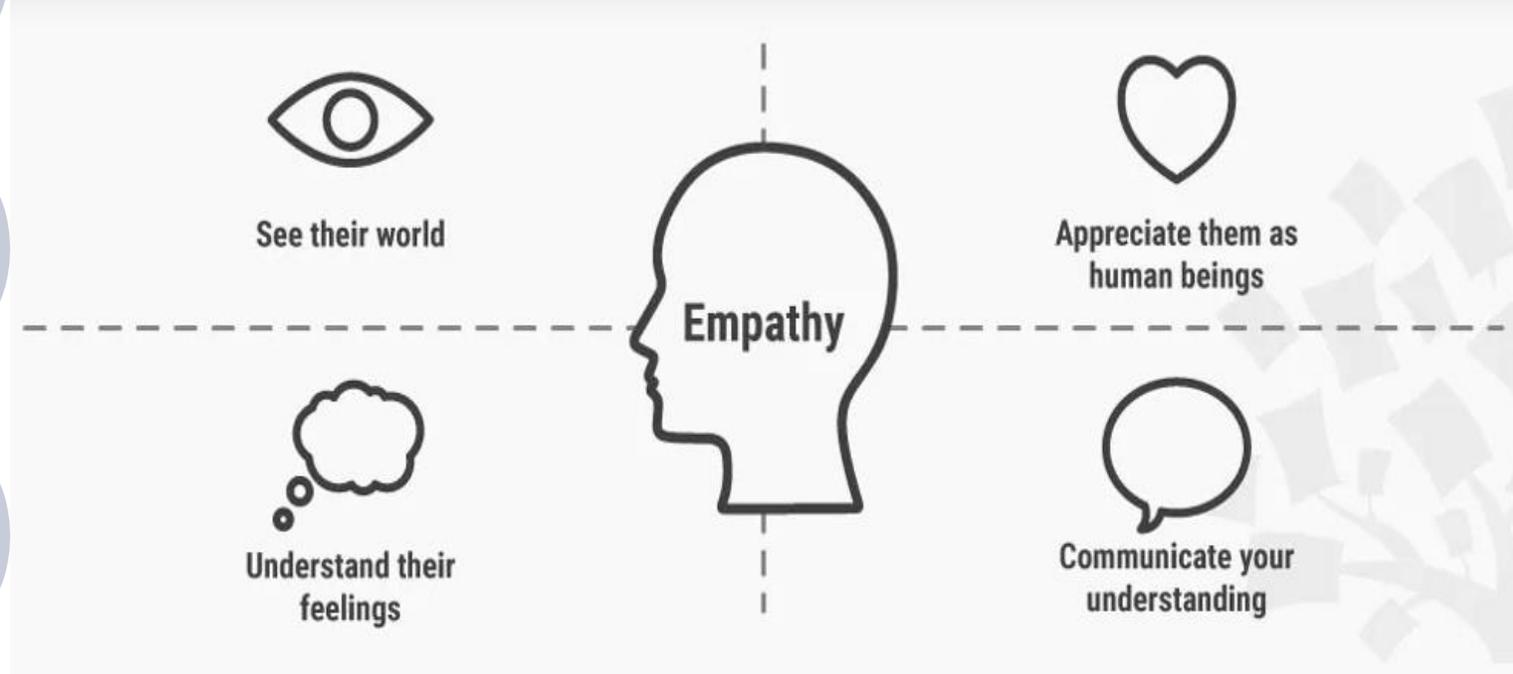
"I know exactly how you feel."

Perspective Taking



How do we create relationships?

- What we THINK..
- becomes how we FEEL..
- becomes what we SAY...
- becomes what we DO...
- becomes how we ACT..



Empathy and **perspective taking** helps us to **think** differently, which can help us to change the way we **act** towards others.

Remember the 50% rule of relationships

50% You

You are only in control of the 50% that belongs to you

You can change the 50% that belongs to you

50% the other person

You are only in control of UNDERSTANDING the 50% that belongs to the other

You can only change how you think and respond to others

If you take control over you – you don't need to change others

How to resolve Restoratively

Always respect others, regardless of conflict

Did you Know?

- How we talk to or about another person will impact on how we make them feel
- This can lead to great connections and positive relationships, but can also lead to conflict and disagreements.
- When we tell the person what we think they did wrong, or what they should or shouldn't have done, this can sound like we are accusing or blaming them.
- No-one likes being accused and this often closes down communication.
- People become defensive and unwilling to listen to what you have to say.

Addressing Issues and Concerns: WITH

If we don't try to understand the whole story, we create our own stories using our own thoughts and perspectives.

The stories we tell ourselves forms the way we feel which can be negative and positive

How we feel shapes what we say and do

What we say and do has an impact on others

If we can separate a problem from the behaviour, we won't blame the person – we will just look at what has happened

Communication is crucial to understanding how we feel or how we have made someone else feel

How we talk to each other is important – done correctly it enables us to talk about issues and find solutions

Separate the person from the Behaviour

It is important to separate the person's behaviour from the person..

Unhelpful statements like: "It's your fault you're always late for work - you can't get out of bed on time!" attach blame to the person..

Remember it is better to question the behaviour rather than accuse or blame the person

An better statement would be: "I feel concerned when you arrive late for work. Can we talk about this?"

When things go wrong, it is easy to blame and accuse the person for their behaviour.

Avoid making blanket statements about someone just because of something they may have done once.





Two Mindsets – which way will you go?

Adversarial

- Focus on the past
- Preoccupation with blame
- Person is accused
- Person and behaviour joined
- Person is stigmatised
- Rules have been broken
- Wider community ignored
- Accountability to rules
- Silence between parties

Restorative

- Focus on past present and future
- Emphasis on behaviour
- Person's behaviour is explored
- Person and behaviour are separated
- Person is seen as worthy of respect and valued
- Appropriate challenge and support
- Wider community is included
- Commitment is made to work together
- Conversation is encouraged

How to structure a restorative conversation

1

Firstly have positive regard for the person You could demonstrate this by saying something like..

“I would value talking to you about..”
“We care about you here..”
“I can see you’re upset..let’s have a chat

2

Secondly, use statements that let people know how you feel. You could say something like..

“I am upset by..”
“I feel let down that..has happened”
“I felt unhappy when I heard about...”

3

Thirdly clarify by using lots of open statements and questions to ensure the person has understood. You could use:

“Talk to me about what happened...”
“What do you think about what I’ve just said?”
“What do you think should happen now?”

How to use compassionate language

ALWAYS value the person regardless of what they have done or not done: **Use Non-Violent communication**

Describe the situation or the behaviour

Use statements that provide information – “I” statements

Maybe suggest a solution

When I hear someone talking about me behind my back

I feel upset that I haven't had a chance to have my say

I would prefer if people spoke to me directly

When you don't respond to my messages

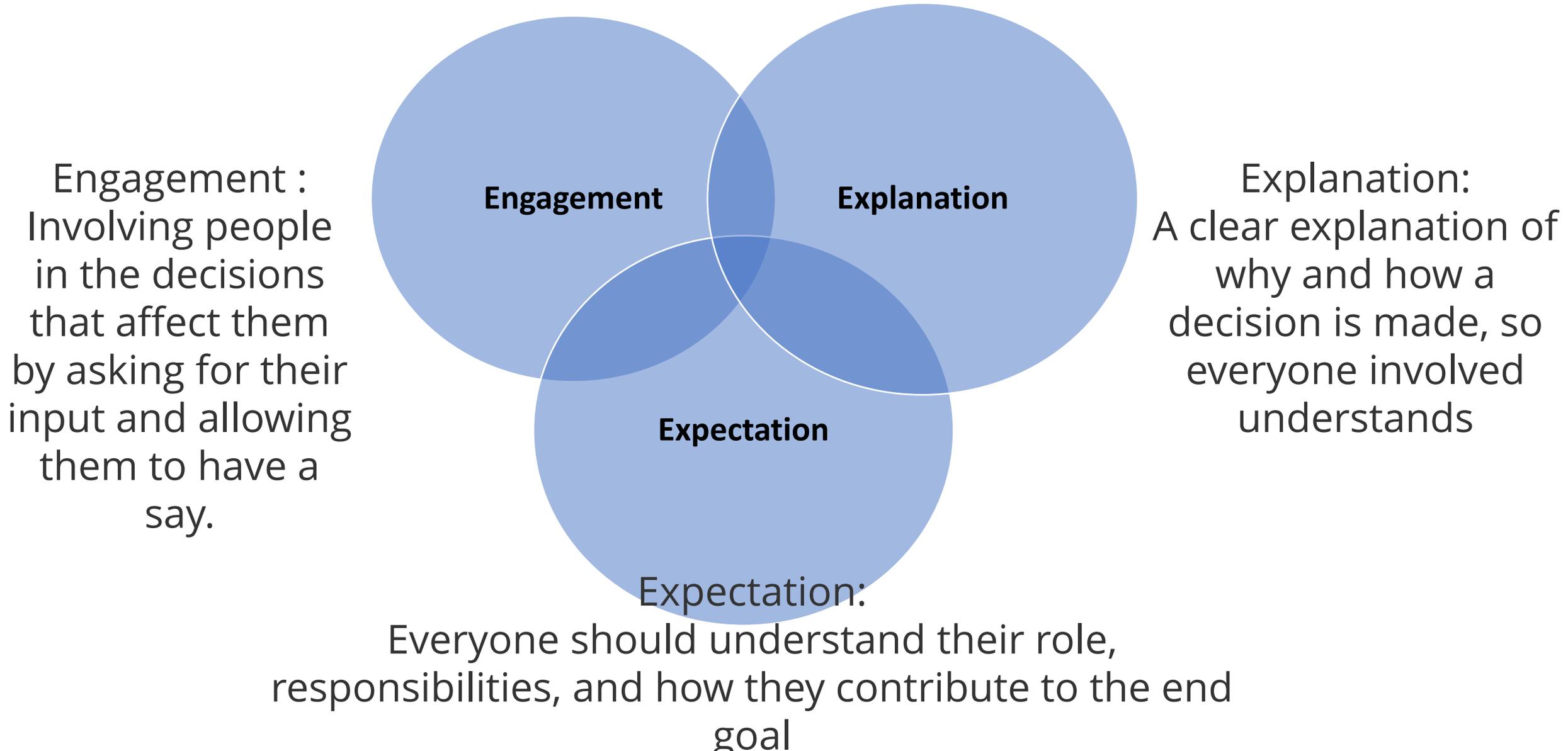
I feel ignored and get the impression you are trying to get rid of me

When we use reflective statements it is important to clarify and ask questions to ensure the person has understood:

What do you think about what I have just said?

Fair Process

Being treated fairly sits at the heart of restorative.



Restorative Dialogue

Sometimes, when conflict occurs, a restorative conversation, circle or conference can help.

This helps us to understand the story

3 Elements of restorative dialogue:

- Finding out – Highlights what has happened
- Learning about the effects – talking about who has been effected and how
- Responsibility – Looking ahead and talking about what can happen next



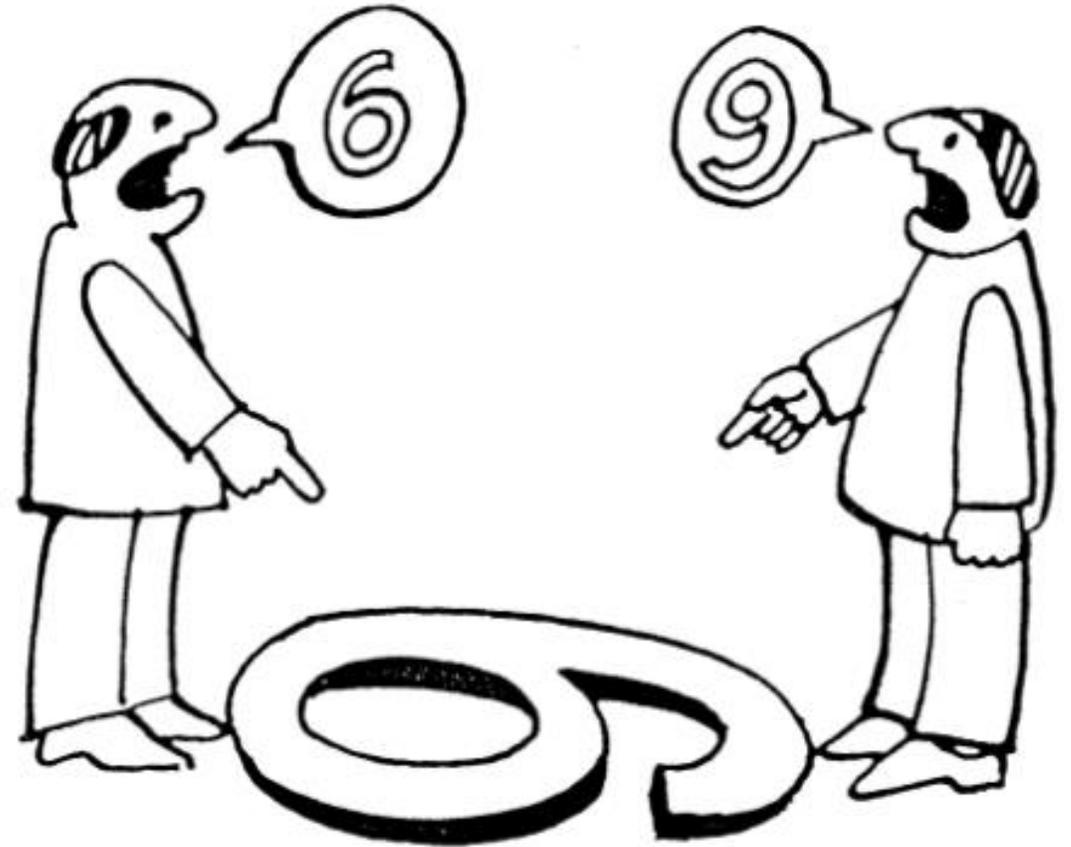
Remember

We can use restorative dialogue to tell our story, but also to understand the story from different perspectives.

You are only in control of the 50% that belongs to you

You are only in control of UNDERSTANDING the 50% that belongs to the other

- What we THINK..
- becomes how we FEEL..
- becomes what we SAY...
- becomes what we DO...
- becomes how we ACT..



How to resolve Restoratively

Always respect others, regardless of conflict

Summary



Working with
versus Doing To

People are happier if things
are done with them rather
than to or for



The stories
we tell

The stories we tell can have a
huge impact on how we feel



You versus I
Statements

The way we talk to each other
can impact on how we work
together



Fair Process

Fair treatment impacts on
how valued we feel and how
we value others



Everyone has
a voice

Allow people to share
their stories in a safe
space



Restorative
Dialogue

Enable us to talk about
issues and find
resolutions

Well done... you've now come to the end of the introduction to **DEVELOPING EFFECTIVE RELATIONSHIPS**, what next?

- Further reading
- Ted Whactel – You Tube – What is RP
- <https://www.youtube.com/watch?v=BIVgjjE8rNs>
- Katy Hutchinson – You Tube – Restorative Practice
- <https://www.youtube.com/watch?v=wcLuVeHlrSs&t=27s>
- <http://www.transformingconflict.org/content/time-talk-time-listen>
- <https://www.iirp.edu/>

Or book on to a FREE Developing Effective Relationships training course to learn more and connect with others who are striving to be more restorative in their relationships via [SaferNEL | Training](#).



**Together
for Childhood**

Together for Childhood is bringing families and local partners together to prevent harm, making our communities safer places for children to thrive.

To support this work, we have co-ordinated key training courses to create four “PILLARS OF WORKFORCE DEVELOPMENT”. This will help us to achieve a shared language and understanding about how to be more trauma informed in our approach.

To find out more, or book on to any of the training pillars go to [SaferNEL | Training](#)



**Sharing
the Science**



Putting Families at the Heart of Grimsby