

## WHAT CAN BE DONE TO MAKE IT RIGHT?

Using Restorative Justice as a Supportive Option in Conflict Resolution.

## WHAT IS RESTORATIVE JUSTICE?

### DEFINITION

This ancient and sacred process has been used by North American Indigenous cultures to address harm within their community for millenia. Restorative circles provide a safe space for the parties to collectively identify and address harms, needs, and obligations and work toward healing and reconciliation. In our application the goal is to preserve the well-being of all parties. Restorative justice holds firmly the values and principles of dignity, humanity, compassion, and healing.

### SCRIPT

- What happened?
- How did it impact you?
- What can be done to make it right?
- Upon reflection, what role can I own in the conflict?

### CHECK-IN

- How is this different than approaches you're currently using?
- How might this change how you deal with conflict at your organization?

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## RESTORATIVE CIRCLE PROCEDURE:

### Introductory Comments – The Restorative Circle is a place:

- Not to blame, criticize, or say I was right and you were wrong
- To express how you feel
- To understand how actions or words made a person feel – everyone sees thing through different lenses
- To clarify intent versus impact – often driven by perception

### Note:

- Communication - is only 7% verbal, 38% tone of voice, 55% body language
- Human nature to be defensive when accused of wrong doing
- What's done is done, it can't be taken back. The goal is to understand the impact and come up with a plan to not repeat it in the future.

### Circle Guidelines:

- Speak from the heart – speaking for you
- Listen from the heart – set aside assumptions and judgements about the other person
- Be spontaneous (no need to rehearse) – when going over in your mind what you want to say, you are missing what others are saying, focus on the speaker
- Lean expression (say just enough) – make room for everyone to speak, does what you say serve the circle?
- Agree that what happens in the circle stays in the circle – this is an opportunity to share with each other and shouldn't be used later to criticize.
- Only the one holding the talking piece may speak

### Ice Breaker: One appreciation you feel about the other person

1. What happened?
2. What impact has it had?
3. What can be done to make it right?
4. Upon reflection, what insights/ personal responsibility have you taken since we entered in this process?

