A restorative justice conversation

1. Help each person frame their perspective of the elephant in writing so they can practise it and even read from it if need be:

   a. When we were doing… (situation).

   b. I saw… (behaviour explanation).

   c. The story in my head was… (remember this is critical that they own they have only one of the perspectives here based on their lenses).

   d. This story has me feeling… (impact – again critical that they are able to identify what they are actual feeling).

   e. I recognise that there could be a different perspective. I would like to hear your story/how your story is different to mine (depending on who goes first).

2. Start the conversation with a focus on connection.

3. Watch throughout – Are people responding as if they are being heard and understood or do you need to take a moment to help shake off a cortisol build up?

4. Questions to ask after stories have been heard:

   a. What have you learnt about yourself through this conflict that will help you in future situations?

   b. Moving forward, what can you do differently to help decrease this social friction?

   c. What would you love the other person to do?

   d. What could you do to help the other person if they find that hard?

5. Help them to each summarise at the end with:

   a. I own my lenses and recognise how they create the stories and emotions that bubble up.

   b. I can see we have common ground in that we both…

   c. I have learnt… about myself through this.

   d. I am taking ownership by doing…

   e. I can appreciate the other person is owning their part too in what they will do.

   f. I recognise what I can control and will focus on that.

6. Talk about how to manage the setbacks:

   a. What can be a simple way of you acknowledging when you have slipped up, to reassure the other person you will keep working on it?

   b. What can be a simple way of letting the other know when they have slipped? How could you encourage them to keep going with their commitment rather than criticise them?