

# Transforming difficult conversations into positive outcomes

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# What is the impact of conflict?





We know that Restorative Practice is informed by values so when we start to think about challenging conversations we first need to think about what happens when we disconnect from our values?

- **We punish**
- **We step away from accountability**
- **We stop being calm**

# Focusing on ME first

Using RP values to prepare us for challenging conversations

RESPECT

SAFE

RESTORE

NEUTRAL

ACCESIBLE

VOLUNTARY

On your tables look at the value that is written on your sheet of paper and answer the following question;

**How do we use these values to prepare ourselves for challenging conversations?**

Example

Respect: I ask myself, am I ready to sit alongside this person to talk with them rather than to/at them?

**CALM  
IS MY  
SUPER  
POWER**

# Have we given people the opportunity to....?

- **Unwind** - freely talk and discuss the incident/situation
- **Rewind** - take a second look at the incident/situation, exploring own motivation and impact, considering next steps
- **Wind up** - creating the opportunity for others to consider the opportunity

Consider which point they are at when we approach the conversation.

# Why do we use the Restorative framework?



Event

Thoughts

Feelings

Impact

Future

# Unlocking Need

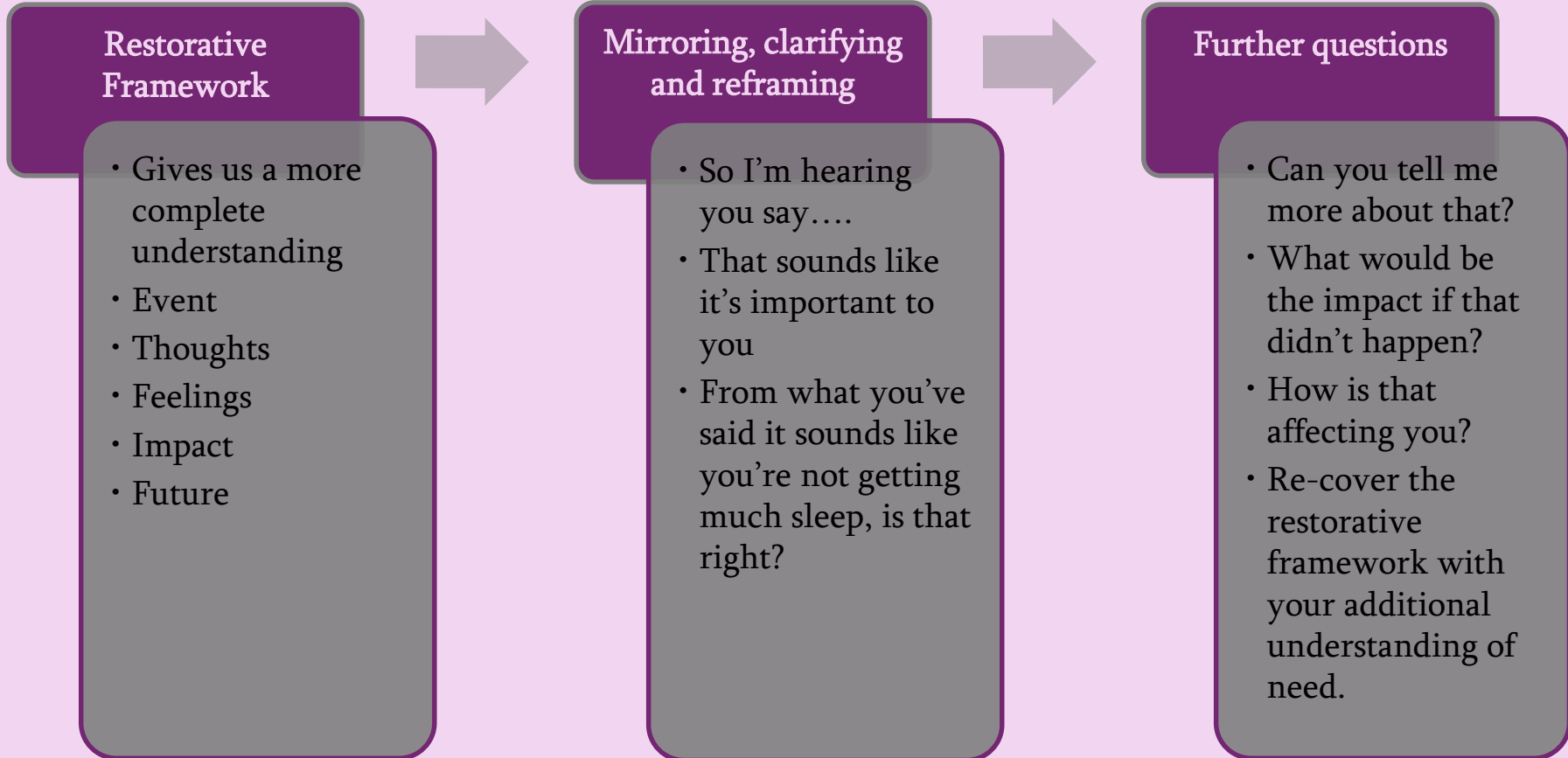
**In a challenging conversation we want to:**

- Hear where the person is at
- Understand their feelings, thoughts and the impact on them
- Listen for the needs statements behind the issue so we can explore this further.





# What helps us to unlock the need?



# Skills practice

On your tables break into pairs:

- One person presents an issue
- The other person uses open questions (avoiding suggestions) to understand more about the issue and then trying to understand the needs behind the issue.
- Swap and repeat

# Next Steps

- Practice, practice, practice
- Use this approach for self reflection so you build your own understanding before trying to work with others.
- Think about one thing you can do to use the skills from today in the next week.

