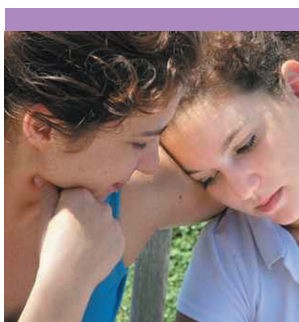


Restorative Skills for professionals working with vulnerable people of all ages and their families

An approach to conflict, challenging behaviour and anti-social behaviour based on mutual respect and personal accountability



- Identify the key values, principles and themes that underpin all restorative work
- Learn how to address conflicts, bullying, challenging, anti-social and criminal behaviours as well as low-level

disruption in a restorative, emotionally literate way, so that, where possible, the needs of all those involved are met and the harm is repaired

- Consider how to integrate restorative language and approaches into report-writing; working with individuals, teams and families; victim liaison /contact work; victim awareness programmes;
- Experience circle processes to build a sense of community amongst residents or service users, and amongst staff teams, to develop trust and mutual respect, and to enhance confidence and problem-solving skills
- Review current targets in their organisation for restorative practice and consider how best to meet them
- Plan how to implement and sustain a restorative approach in organisational and family settings
- Explore how decision-making is currently done and what a restorative approach to this can offer the whole team, as well as smaller departments and groups.

This course is for

All those seeking to develop and/or strengthen restorative approaches when working with vulnerable children or adults and their families, including key workers, youth justice professionals; youth workers; behaviour support professionals; care staff; victim support workers; prison officers.

Our training integrates, where relevant, the National Best Practice Guidelines for Restorative Practitioners, and the Restorative Justice National Occupational Standards endorsed by the Ministry for Justice (2011)



Programme

Day /Module 1

What does 'being restorative' mean in my workplace when we get conflicts and challenges?

How strong is the sense of belonging in the staff team and amongst service users?

What am already doing well in my work?

What could I do better?

Day /Module 2

- Developing rapport and trust with colleagues and service users
- Listening and responding with empathy to people's feelings, and unmet needs
- Empowering people to find ways forward for themselves one-to-one
- De-escalating potentially difficult situations
- Holding private meetings in advance of a mediation session

Day /Module 3

- Mediation basics – Learning how to facilitate dialogue between those in conflict and empower them to find ways forward between themselves

Day/Module 4 (optional)

- Consolidating facilitation skills and applying these in larger team, client and/or family meetings (a.k.a. restorative conferences)

Day/Module 5 (optional)

- Integrating learning into all relevant aspects of current work; developing a staged plan for implementation and sustainability.

To book now, contact:

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