By using the framework below to guide our questions we can build understanding of the situation and support the person we are talking with to understand their own perspective.

This framework supports us to understand what people need and to understand their preferred solution to the situation they face.

EVENT	→	What happened?
THOUGHTS	→	What are your thoughts about that?
FEELINGS	→	How are you feeling? How did you feel about ....?
IMPACT	→	Who else has been affected? How do you think they are feeling? What is the impact on them?
FUTURE	→	What do you think needs to happen next? What support do you need to make that happen?

Restorative Practice Information & Guide

'The essence of restorative practices is disarmingly simple: that human beings are happier, more productive and more likely to make positive changes in their behaviour when those in positions of authority do things *with* them rather than *to* them or *for* them'

adapted from Wachtel (2004)

Restorative Practices are informed by the following values:

ACCESSIBLE

EMPOWERMENT

VOLUNTARY

IMPARTIALITY

RESTORE

SAFE
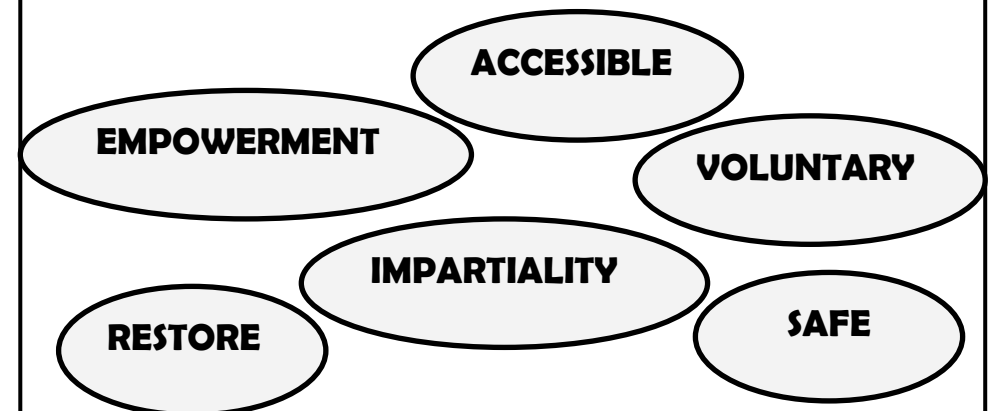
When we are trying to work **with** people we can use these values as a way to guide the choices we make by asking some of the following questions;

Empowerment

⇒ How am I empowering people to express their views?

⇒ Am I ready to sit alongside this person to have a challenging conversation, giving them space to speak?

Safe

⇒ How safe does this conversation feel for everyone involved?

⇒ What would make it safe for people to speak openly?

Restore

⇒ How can I take steps to repair this relationship?

⇒ How can things move forwards?

Impartiality

⇒ Am I asking instead of telling wherever possible?

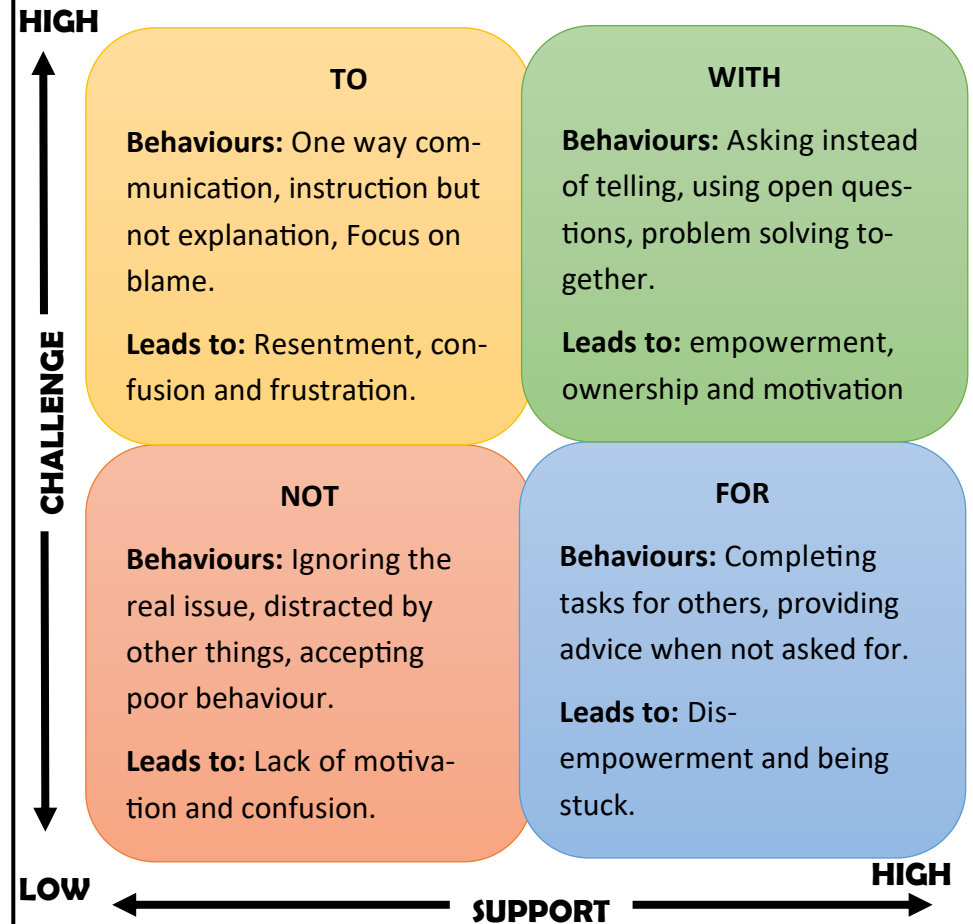⇒ Am I ready to put my objectives to one side to hear the other side?

Accessible

⇒ What makes it possible for people to participate meaningfully?

⇒ What could be changed to make this easier?

Voluntary

⇒ How much choice does everyone have in this situation?

⇒ Where can I create the opportunity for choice?

The table below is adapted from the Social Discipline Window which describes different approaches to relationships.

TO

Behaviours: One way communication, instruction but not explanation, Focus on blame.

Leads to: Resentment, confusion and frustration.

WITH

Behaviours: Asking instead of telling, using open questions, problem solving together.

Leads to: empowerment, ownership and motivation

NOT

Behaviours: Ignoring the real issue, distracted by other things, accepting poor behaviour.

Leads to: Lack of motivation and confusion.

FOR

Behaviours: Completing tasks for others, providing advice when not asked for.

Leads to: Disempowerment and being stuck.

HIGH — CHALLENGE — LOW — SUPPORT — HIGH

We want to try to always use a high level of challenge and a high level of support to ensure we are working with people.

When we work with people we ensure that any decisions that are made are informed. This is because we are asking questions and building our understanding before moving towards trying to make things better.