

Conflict Resolution & Communication

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WHAT DO WE DO?

Restorative Justice places a focus on **building relationships, repairing harm, and strengthening community** through respectful communication. It brings together those who caused harm, those affected, and the community to openly discuss the impact and work toward healing, accountability, and meaningful solutions.

INTRODUCTION: RESTORATIVE PRACTICE

What is Restorative Practices?

What does it look like?

DEFINITION OF RESTORATIVE PRACTICES

Restorative Practices: an emerging social science that studies how to build social capital and achieve social discipline through participatory learning and decision-making.

EMPATHY VS SYMPATHY

What is the difference?



EMPATHY AND SYMPATHY

So, what do we do with that?

NVC AND AFFECTIVE STATEMENTS

- NVC : Non – Violent Communication
- Affective Statements / Affective Speech Technique

AFFECTIVE SPEECH TECHNIQUE

What's that?

AFFECTIVE SPEECH TECHNIQUE

I Statements

“ I feel _____ when you _____ ”

WHY IS NVC IMPORTANT TO THE WORK WE DO?

Because we talk with, and not at you.

NVC= Observation, Feeling, Need, Request

GIVING DIRECTION

- **“Felix, you always leave your dirty socks on the floor! It’s disgusting! Clean this up before you do anything else.”**
- **- Thoughts?**

WHAT TO CONSIDER?

- The importance of understanding Judgment/Blame vs. Observation

NVC AND AFFECTIVE SPEECH - I

- “Felix, when I see two balls of soiled socks under the coffee table, I feel irritated because I want more order in the rooms that we share in common. Would you be willing to put your socks in the washing machine?”
- “Felix, you always leave your dirty socks on the floor! It’s disgusting! Clean this up before you do anything else.”
- [1. Observe Facts] Felix, when I see two balls of soiled socks under the coffee table,
- [2. Note Feelings] I feel irritated because
- [3. Needs] I want more order in the rooms that we share in common
- [4. Make Requests] Would you be willing to put your socks in the washing machine?

MOTIVATIONAL INTERVIEWING

- Motivational Interviewing (MI) is a respectful, person-centered approach that helps individuals **explore their own reasons for change**. Within Restorative Practices, MI supports accountability, strengthens engagement, and encourages behavior change through empathy, collaboration, and reflective dialogue.

SOLUTION FOCUSED APPROACH

Solution Focus (in Restorative Practices):

A solution-focused approach helps individuals move forward by identifying strengths, setting goals, and focusing on what's working—rather than dwelling on problems or blame.

In restorative practices, it means guiding people to think about how to repair harm, restore relationships, and take positive steps, rather than focusing only on what went wrong.

It's about "What can we do next?" instead of "Why did this happen?"

TECHNIQUES AND TOOLS

What Does a Healthy Conversation Sound Like?

- Open, curious questions
- Empathy and active listening
- Respect for each person's perspective
- Focus on needs, not blame
- Encouragement of personal responsibility and change



FINDING A RESOLUTION

- Resolution is not what others think you need, but understanding what your needs are, and how you can express them to others, not because it's easy, but because the relationship is worth it.