

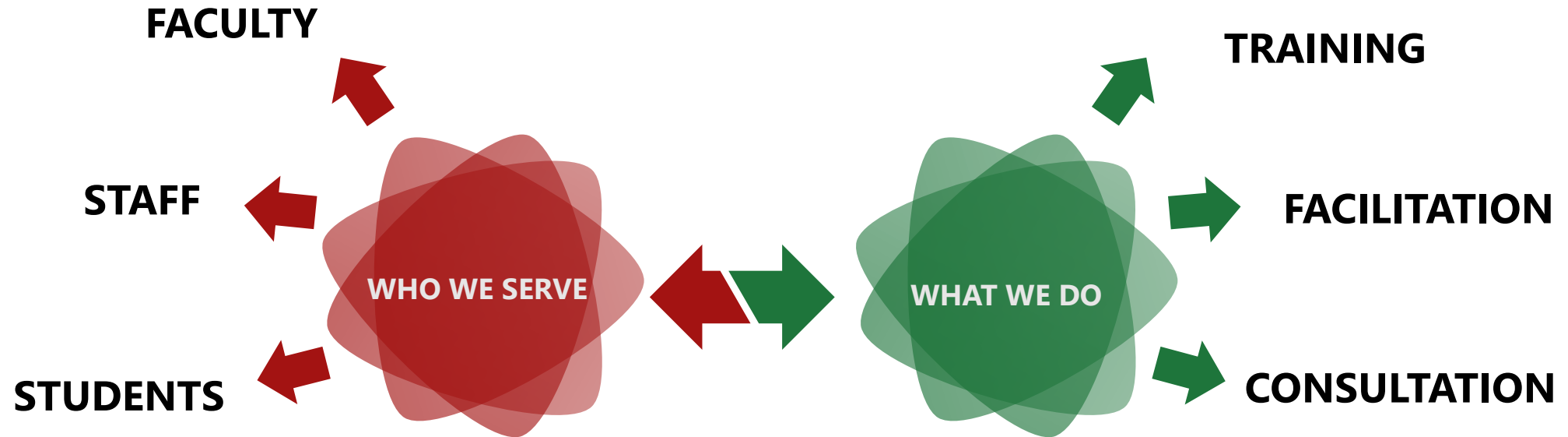
# Restorative Conflict & Communication Skills

**Presented by:**

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# Restorative Practices @ Penn

PRIVATE & CONFIDENTIAL RESOURCE



**RP@P – Healing, Accountability and  
Community Building**

# Goals



**Familiarize/Re-familiarize  
core concepts and  
vocabulary of RJ/RP**



**Understand Logistics and  
Practices of RJ  
implementation**



**Explore how to live  
Restoratively day to day**

# Restorative Frameworks

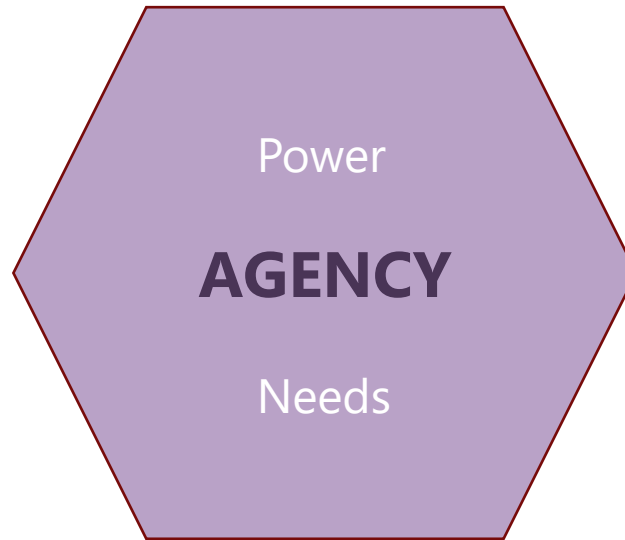
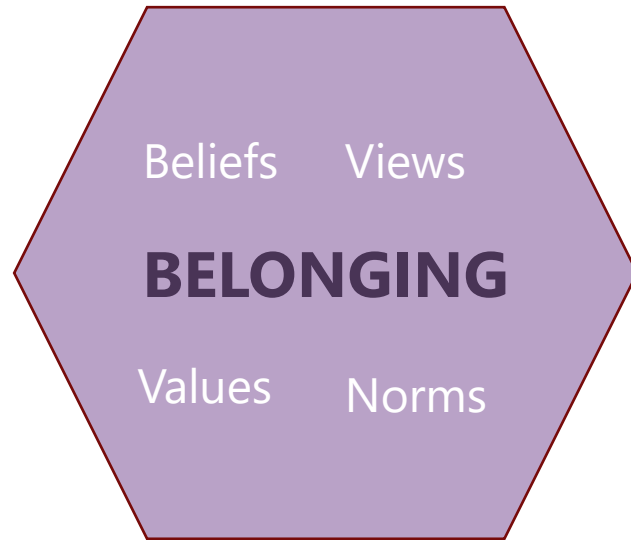
“Restorative justice is a process to involve, to the extent possible, those who have a stake in the specific offense and to collectively **identify and address harms, needs, and obligations**, in order to heal and put things as right as possible.”

~ Howard Zehr, *The Little Book of Restorative Justice*, 2002



Restorative Practices applies the values, principles and modalities of Restorative Justice in a wider range of contexts, **to build community, make decisions, and prevent harm before it happens.**

# Inclusive Community



# Let's Circle Up Restorative Justice Values

1. We are all connected to one another.
2. We are all different from one another.
3. We are called to care for and respect one another.
4. The past, present, and future influence and shape our lives.
5. We are called to live in ways that are life-giving to others and ourselves.
6. We are called to be humble and aware of our limitations.
7. We all have needs that require attention.
8. We are called to 'do no harm' to others and ourselves.
9. We all want to feel included in working through our own problems.
10. We are responsible for our actions that harm others.

# Meaningful Accountability

How do we receive feedback and make amends?

*When someone causes harm, they incur obligations. The process of Meaningful Accountability is how we come to understand and fulfill our obligations.*

# Meaningful Accountability

What accountability does not look like:

## Denial

"That's not what I meant"

"You misunderstood"

## Minimizing

"I wouldn't worry about that – I think it was just a joke?"

"He talks to everyone like that"

## Identity Violation

"I'm not like that!"

"I work in West Philly – how could you say that about me?"

## ALL THE ABOVE

"My best friend is X, so I am definitely not biased"



# Meaningful Accountability

Why is it so difficult?

**Fear**

**Anxiety**

**Shame**

**Guilt**

**Identity & Cognitive**

**Dissonance**

# Meaningful Accountability

## Necessary Steps for Accountability

01

Acknowledge that you caused harm

02

Acknowledge you had agency in your actions

03

Understand the impact that you had

04

Work to repair the harm

05

Notice patterns in your own life that led to you making the harmful decision

# Guiding Questions from Restorative Justice

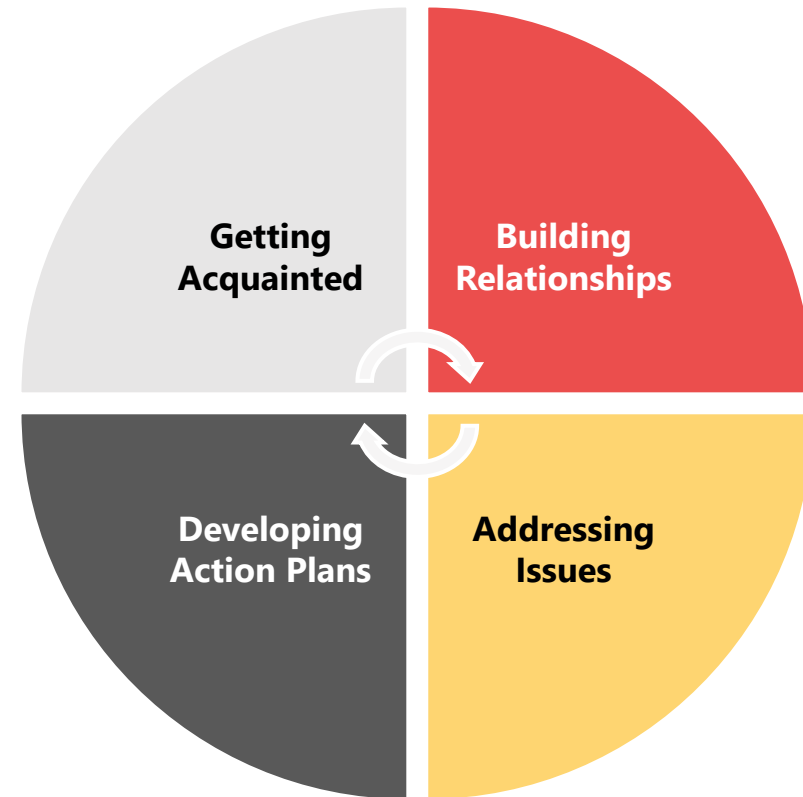
**Who has  
been  
harmed?**

**What are  
their needs?**

**Whose  
obligation is  
it to address  
these needs?**



# Medicine Circle and Balance In Process



Adapted from Kay Pranis "Circle Keepers Handbook," Unpublished

**Race,  
class,  
gender,  
ability,  
sexuality  
and more**

**ALL THE AXES OF  
POWER ARE AT  
WORK IN  
RESTORATIVE  
JUSTICE**



# **Listening as RP Skill**

# Block to Listening?

Can you think of any?

Interrupting

Rehearsing  
what you will  
say

Filtering  
(selective  
listening)

Distractions  
(e.g., cell  
phones)

Daydreaming

Mind-reading  
& second-  
guessing

Judging

Giving advice

# Active Listening looks like:

Awareness of non-verbal behavior (self/other)

Critical Open-Mindedness: *intent is to understand, not judge*

Reducing distractions or adjusting to them



# Active Listening looks like:

Paraphrasing what is shared

- Restate facts and reflect feelings (Circular Listening)

It sounds like you are  
feeling *overwhelmed*  
by pressure to be at all  
*these meetings* when  
*you have so much on*  
*your plate*, is that  
right?

# Practice Paraphrasing

- **In Pairs, practice paraphrasing using this format-**
  - “It sounds like you are feeling/experiencing \_\_\_\_\_ when \_\_\_\_\_, is that right?”
- **Examples:**
  - “I feel like I am rushing from one meeting to another all the time, and I am getting so stressed trying to keep up!”
  - “I’m thinking about dropping out of my class with Professor X – he never calls on me in class, even when I am the only one raising my hand. I feel like he is ignoring me...”
  - “It’s been such a tough week – not only do I have three big deadlines coming up, but my cat is sick and I need to take her to the vet, and my partner and I have been fighting. I’m just so tired, and I don’t know what to do!”

# What To Listen For?



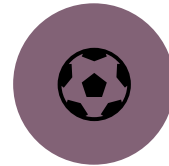
Values



Principles



Proposals



Interests



Feelings



Harms



# Harm Identification



Material/Physical



Emotional/Spiritual



Relation Based/Communal



Inflamed Structural/Historical

# THANK YOU!

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# Feedback?



Offer  
Feedback!

# RP@P Website



Learn More!