



# Restoring Relationships

**Date 01-04-2023**

# House Keeping

- Please mute your computer , during the presentation ; there will be space for Q& A throughout the presentation.
- We are recording this training and the recording and slides will be available in our Webinar Library.
- Please feel free to type any questions you have into the Questions Box.



# Presenters

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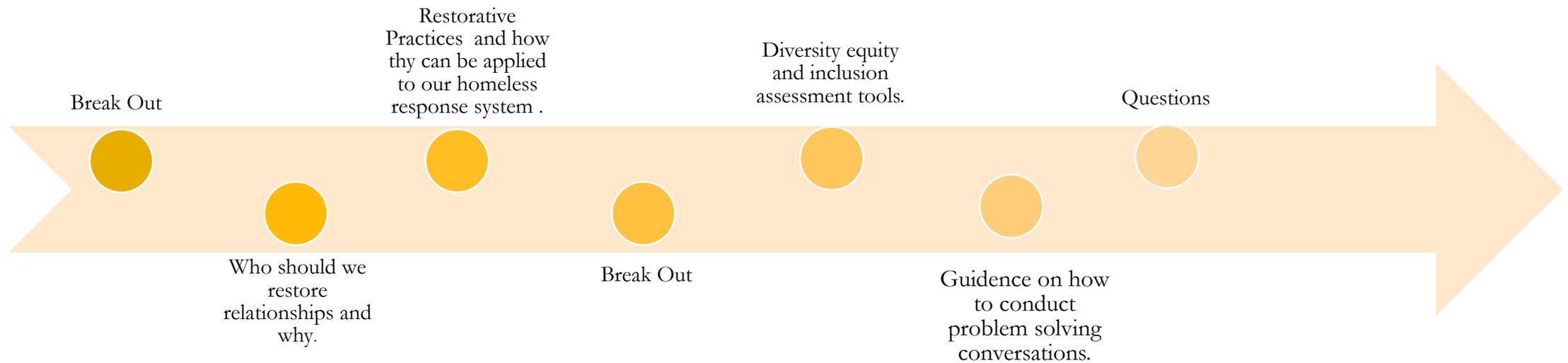
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# Agenda

We cannot create equity solely by ending an inequitable system. Social change can come only if we incorporate racial equity and inclusion at the very core of our work.



# Shared Agreement to be present in a Brave Space

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There is no such thing as a “**safe space**” We exist in the real world. We all carry scars and have caused wounds. This space seeks to turn down the volume of the world outside and amplify voices that have to fight to be heard elsewhere, This space will not be perfect. It will not always be what we wish it to be; But It will be our space together, and we will work on it side by side.

See “[Brave space](#)”- Beth Strano)

A brave space encourages dialogue.-Recognizing difference and holding each person accountable to do the work of sharing experiences and coming to new understandings – a feat that’s often hard, and typically uncomfortable.



# Shared Agreements

- Be present and listen actively
- Choose courage over comfort
- Participate to the fullest of your ability
- Take space, make space
- Assume good intent, but also acknowledge impact
- Challenge ideas, not people
- Use "I" statements
- Recognize emotional tax, extra labor, and burden that Black, Indigenous, People of Color (BIPOC) and people with lived experience face in some conversations
- Promote a safe and supportive work environment for individuals of all backgrounds
- Determine a process for handling group conflict

# Poll questions

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Are you familiar with Restorative Practices?

# Break Out

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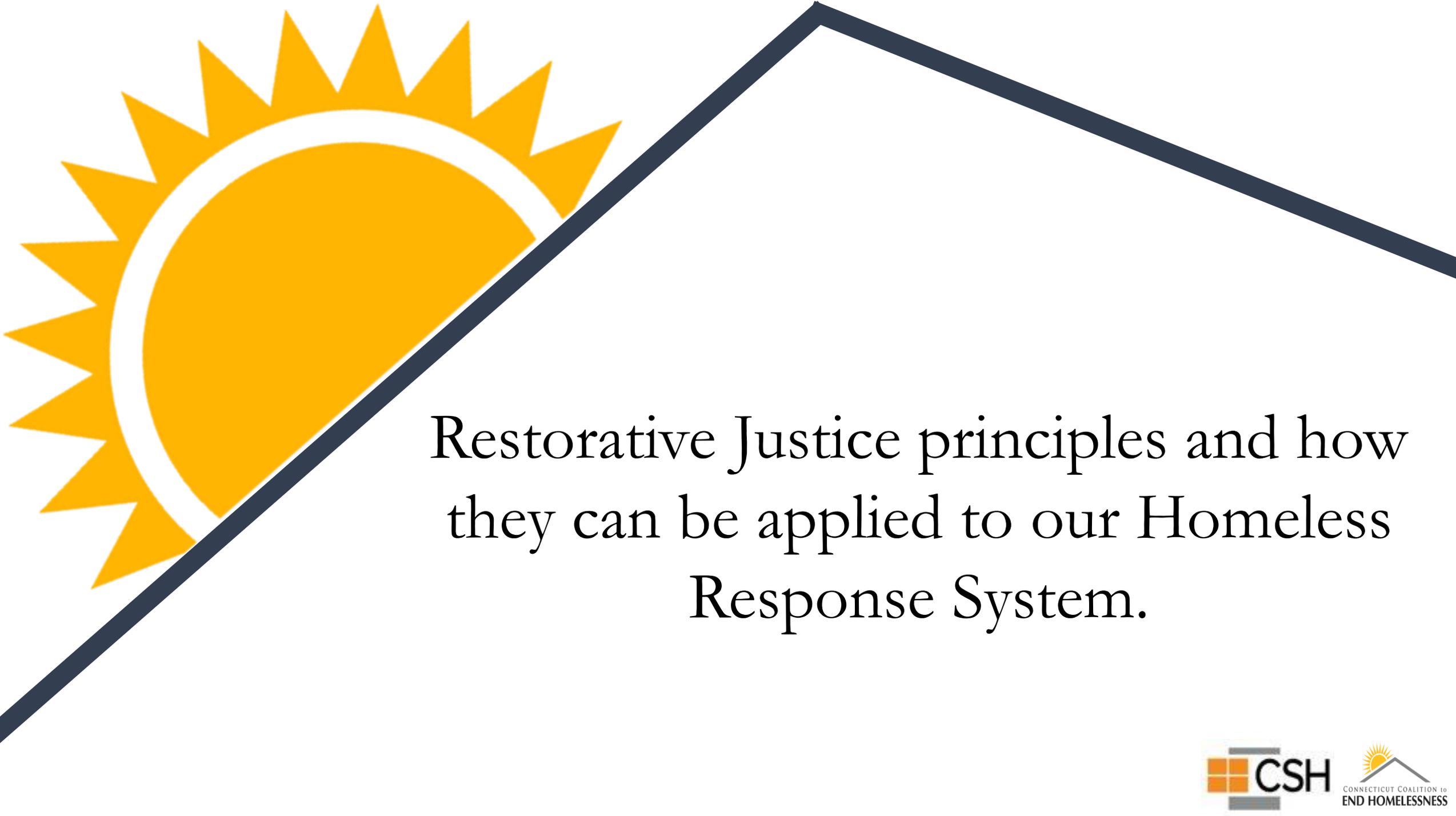
Introductions



What do you know about  
RR?



What relationships do you  
feel need to be restored?



Restorative Justice principles and how they can be applied to our Homeless Response System.

# What is Restorative Justice

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- **Restorative practices** is a field within the social sciences that studies how to strengthen relationships between individuals as well as social connections within communities.

Tool to guide people to have more equitable practices that will lead you through a process to ensure that we are having healthy and equitable conversations at all levels .

Shared Agreement, Encounter , Repair and Transform.

- <https://www.youtube.com/watch?v=obyZY4Xzal> ( play video )



# Restoring Relationships

**Who** should we restore relationships with and **why?**

# Who should we restore relationship with ?

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- Case Managers
- Supervisor
- Clients
- Staff
- Community leaders/ members
- Churches
- Neighbors



# Benefits of Restorative Practices and Why

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Building Trust amongst your staff and your community .

Encourage open communication on ideas and practices to resolve negative pattern of engagement that retraumatizes communities.

Assist with identifying clear goals as allies in our work to inclusively end homeless in Connecticut.

Widen our understanding of apparent and non-apparent inequities in our Homeless Response System. Asking “why” and “how.”

Boost employee morale and encourage professional development.

Build an anti-racist structure in your organization.

- Gain insight on how we are doing to disenfranchise discrimination, structural and institutional barriers; digging deeper to understand the voice of lived experiences.

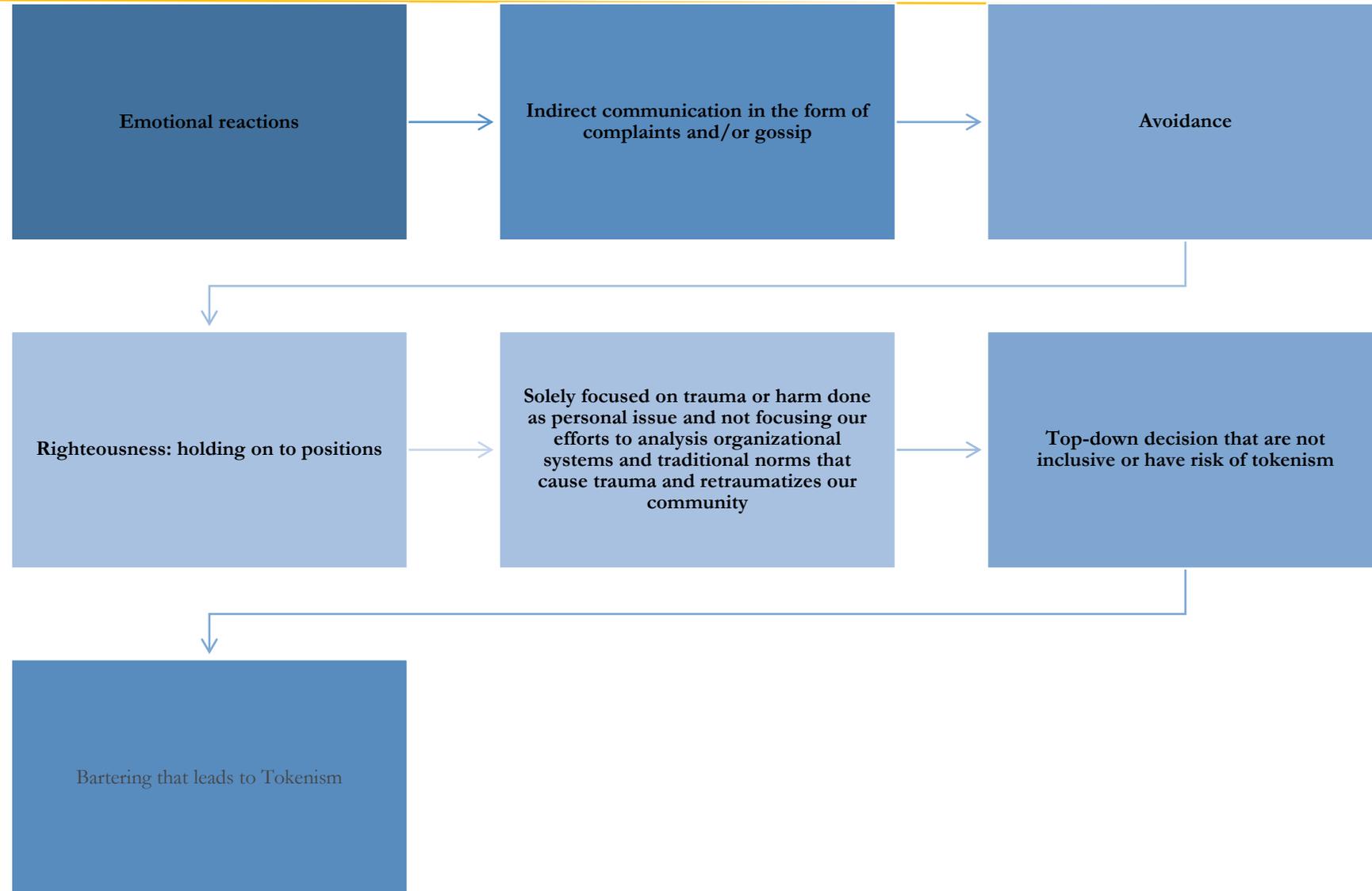
Professional development and transferring of skills and tools that are trauma-informed.

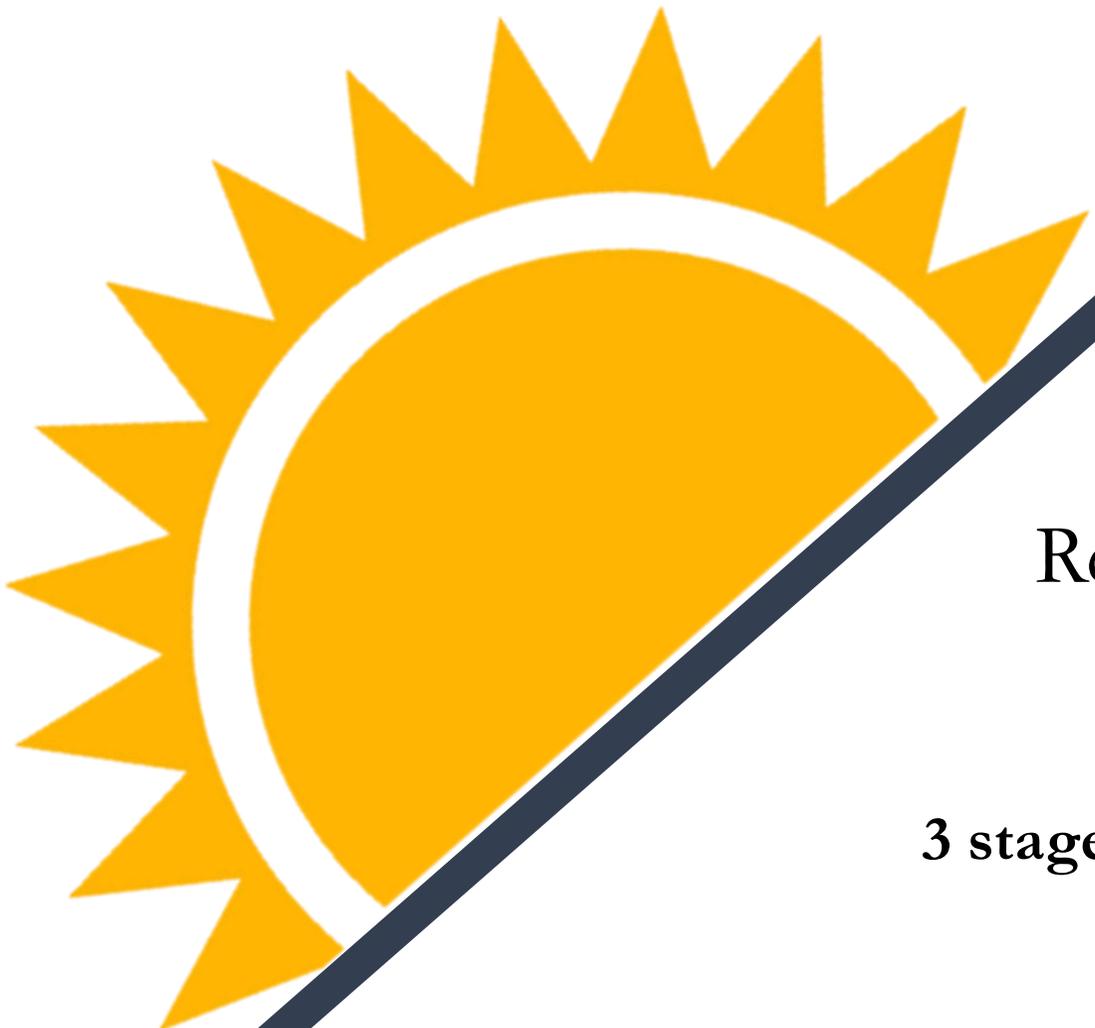
Encourage peer leadership and accountability to ensure that tools are being used in an organization and in communities.

Empower local restorative strategic conversation that can start at any level.

To redefine and reestablish a healthy work culture that is defined by your staff and colleagues. Encourage input from the community to influence your evolving strategies and policies through a collective impact approach.

# Common mistakes that we make when there is a conflict or when harm has been done.





# Restoring Relationships

**3 stages of Restorative Conversation**

# Encounter

This is the starting point to address where and when harm was done.

Participants must be willing to share their experiences with broader community and or individual that feel that has harm has been done in some way. We must be willing and open to hearing where and when harm was done and take accountability for those actions.

## **Proactive** in your Restorative Practices

1. Acknowledging the strong possibilities of the unintended consequences.
  - \* Have people felt tokenized- have their voices been used in a non-meaningful (this may have been meaningful for you, but the benefits been equally shared with the person providing the input? And how can you make sure that it happens?)
  - \* Have we taken the time to explain and provide information on why certain decisions were made? Do people agree and have they been included in those decisions/discussions? (especially if those decisions impacts their work and their lives?)
2. Reaching out to cross-sector leaders in the communities to encourage positive relationship., what expertise do we want at our tables and why ?
  - \*What upstream and out stream connections can we make to increase cross-sector collaboration?
  - \*Sharing of information, you open the invitation for reflection as you revise and update your practices. The contribution will provide collective insight on what actions need happen to repair, build and maintain positive relationships.

## **Reactive** in your Restorative Practices

1. Responding to the unintended consequences of our decisions and leadership that we can see, hear, and feel.
  - \*Conflicts amongst Case managers, Supervisors, Cross sector interactions and with our communities and the people that we serve.
2. Apparent conflicts that stunt productivity
  - \* discrimination , aggression, intent vs impact , interpersonal /internalized racism, structural racism , (Human Resources), lack of recognition, lack of transparency.
  - \*Open the conversation to identify the root cause of a conflict and be transparent and inclusive on the progress to resolution.

# Repair.

Making amends , being accountable for your wrongs, asking how (do not assume ) to have accountability and maintain the repair(s), admitting wrong that has been done, be willing to grow & identify where the harm was done.

- **staff to staff:** Proactive vs reactive, healthier conversations that are grounded in transparency. Focus on prevention, circles(space) to talk about staff's true feelings and their response to changes or practices. Address unintended consequences, and welcome conversations.
- **System & communities:** include lived experience, BIPOC to be a part of the decision-making, should not be owned by those that are not impacted, avoid tokenism. “What does restoration look like for you”? Representative leadership is being willing to redistribute power – co-lead.
- **Staff to client :** Client should lead the conversation. Staff should be open to talk to clients about the issues. Using repair tools and being client-centered when there is mistrust is essential. Focus on what the client feel needs to happen to repair the relationship. How they are feeling and what we can do better to improve interactions to increase better customer service.

# Transform

## System - What does this look like for your organization?

Restorative encounters create spaces that lead to transformation, we can pinpoint root causes of the harm done, even systemic and structural issues. Once identified, these systemic issues can be faced, dealt with, and potentially changed to foster more just systems and healthier, safer communities.

- Co-designing that transformation.
  - A transparent transition can be revisited, person centered (if needed) and adaptable.
- Growth is essential! On-going conversations on how we can improve our relationships is imperative. This is a process.
- Those closest to the problem or trauma **MUST** be centered in the solution to make meaningful improvements.
- Encourage CEO, COO and other leadership staff to attend direct staff meetings and participate in the daily operations conversations.
  - This will aid with structural changes, inclusion, and acquire qualitative data.
- Structural reorganizing of leadership roles (POWER SHIFTING OR SHARING), and focus on accountability, transparency, and teamwork.
- Reparations : What is the strategic plan to rebuild the relationships in your communities.
  - \*How can you be transparent?



# How do our actions retraumatize communities?

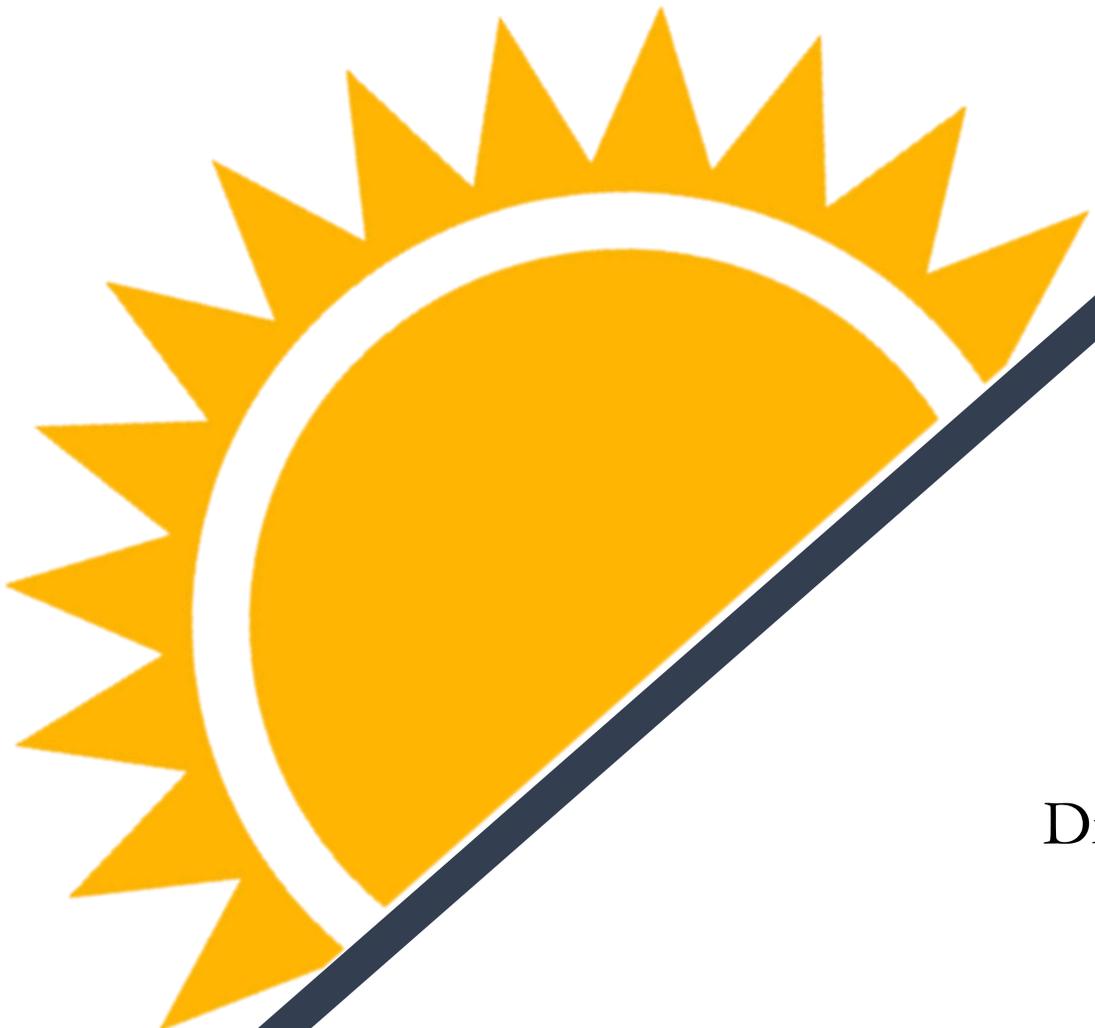
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- Lack of consistency
- Lack of transparency –top-down decision making
- (HR practices ) lack of equity and inclusion
- Institutional, structural, interpersonal racism (has both intended and unintended consequences )
- Example-advocacy asks we ask for our basic needs to sustain our system, but year after year continue the fight to fund our system . To our legislator and maniple leader your decisions impact the population that we serve the most.
- What we think deserves a response and how we respond and address concerns in the community/  
Dismissing peoples` input.
- Discharges without due process.
- Banned list.
- Tokenism.

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# Restorative Justice in Practice

## Group Conversation



# Restoring Relationships

Diversity equity and inclusion assessment tool.

# Example Assessment tool

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Diversity, equity, and inclusion assessments tools can assist with evaluating how your organization is doing to support a more positive work culture, maintain positive relationships with your staff and your communities to interrupt negative patterns of engagement that retraumatizes communities

- [https://www.thecentersu.org/uploads/editor/files/Complete\\_Comprehensive\\_DEI\\_Assessment.pdf](https://www.thecentersu.org/uploads/editor/files/Complete_Comprehensive_DEI_Assessment.pdf).

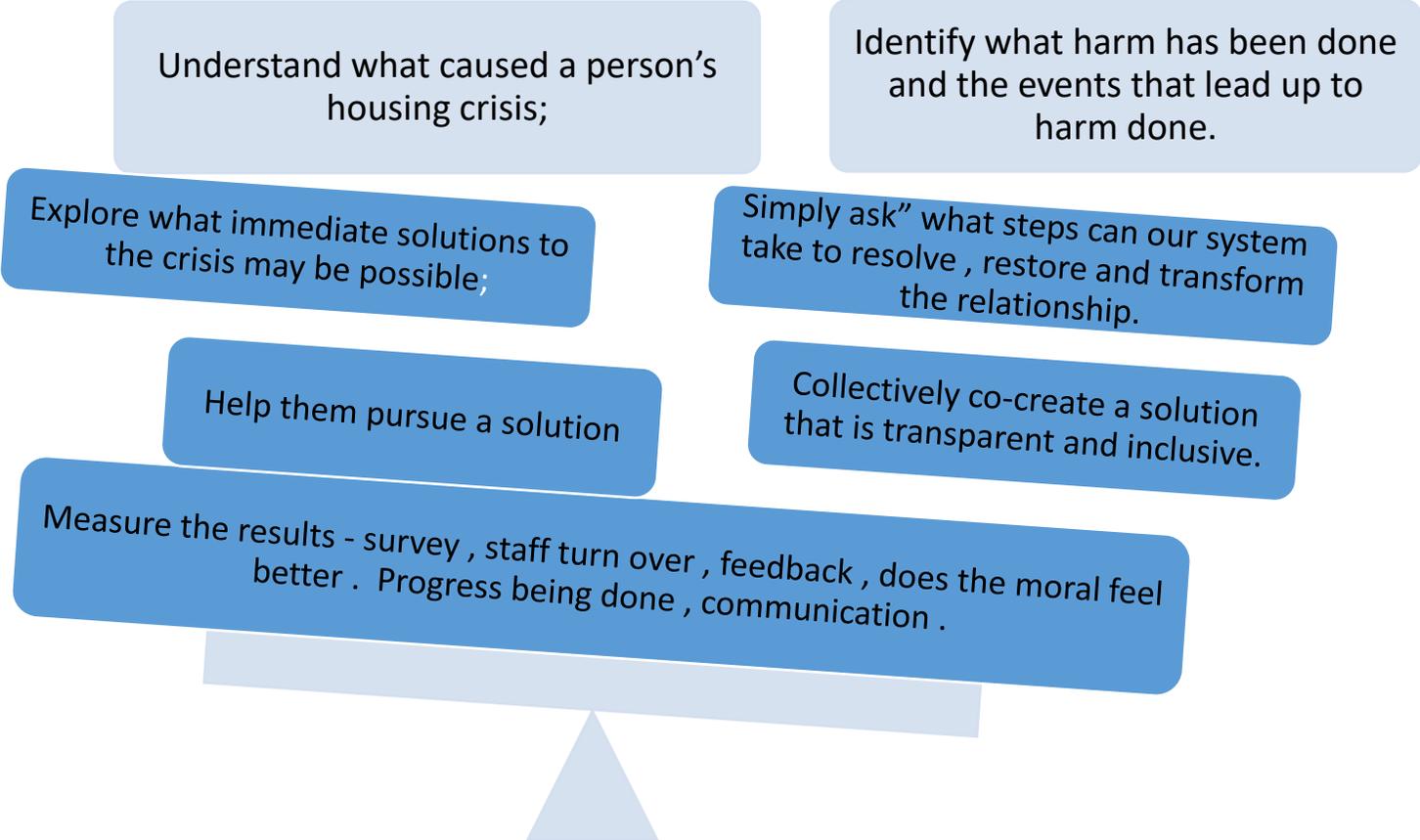


# Restoring Relationships

7 Step guidance on how to conduct problem solving conversations.

# Leading problem solving conversations

Problem solving conversations are learning opportunities where people identify the harm done, the current circumstances, where people are in their experiences. They also have an opportunity to control how their input will be used.



# Guidance on 7 Steps to Problem solving conversations to restore and build Relationships

## STEP 1:

### **Define the problem**

Without knowing the problem, you can't move further, you must have a clear understanding of the problem to get to a solution.

## STEP 2:

### **Analyze the problem**

This will help you understand the nature of the problem and solutions.

## STEP 3:

### **Develop solutions**

It is essential to produce multiple viable inclusive solutions to a problem.

## STEP 4:

### **Evaluate the options**

This will help you determine the most effective and suitable solution to the problem.

## STEP 5:

### **Select the best option**

Select a solution that best fits to the organization's culture and goals.

## STEP 6:

### **Implement solutions**

Prepare a work plan that is inclusive, that everyone agrees with, & ensure that your team understands their responsibilities and holds each other accountable.

## Step 7:

### **Measure the results**

Transparency helps to monitor progress and accountability, as we work together to find solutions to the identified problem.

# Restorative Structural Setting; also known as Restorative Circles

Circles are dialogue processes meant to provide brave spaces for participants to share openly and honestly with one another. Circles are used proactively to prevent conflict by connecting people, building relationships with communities, and provide inclusive decision making. They are also used reactively to respond to wrongdoing, conflicts or disconnect, that allow participants to openly share with one another about difficult or painful experiences.

## 1:1 Mediation

**(Person #1, Person #2  
+ Facilitator)**

: sit down with each other and discuss offense  
Facilitator controls the process and directs the  
dialogue between participants.

## Conferences

**(Person #1 & Person #2, Participant #3 COC  
participation)**

Free flowing dialogues where the offended propose  
how we can repair the harm that is done.

## Circle

**Multiple participants, including any COC who want to be apart of  
the repair and transform process.**

Two facilitators guide rather than control discussion . People sit in a  
circle , set values, build rapport, and discuss core issues . A talking piece  
is passed around circles sequentially, to ensure that everyone has a chance  
to share their experience.

# Questions

# References

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- <https://www.thecentermsu.org/> DEI Assessment tool