RESTORATIVE PRACTICES DIALOGUE MODEL

Moving through Conflict to Connection

TULANE UNIVERSITY







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Introduction

The Restorative Practices Program, funded by the Presidential EDI Initiatives Fund, aims to enhance Tulane's commitment to racial equity, diversity, and inclusion. Collaboratively developed by the Office of Equity, Diversity, and Inclusion, Office of Human Resources & Institutional Equity, Office of Student Conduct, and Office of Title IX, the program responds to community demands for expanded opportunities to address harm and facilitate dialogue.

This initiative prioritizes local expertise, partnering with Troi Bechet, Founder and CEO of the New Orleans-based Center for Restorative Approaches. Dr. Bechet, an adjunct faculty member in the Tulane School of Social Work, emphasizes the program's focus on building, nurturing, and repairing relationships through restorative approaches. These methods, rooted in cooperation and responsibility, aim to foster better connections and a more inclusive community.



"Restorative approaches prioritize building, nurturing, and repairing relationships. They emphasize cooperation, responsibility, and problem-solving skills to foster a healthier, more inclusive community."

-Dr. Troi Bechet

Mission Statement

Our mission is to cultivate restorative practices to create a vibrant and inclusive community at Tulane University. By equipping our students, staff, and faculty with the tools and skills needed to embrace diverse perspectives and experiences, we aim to foster a culture of empathy, accountability, and mutual respect. We are dedicated to maintaining and strengthening our community's relational fabric by embracing restorative principles, which promote collaboration, understanding, and positive transformation.

Our commitment to restorative approaches is deeply rooted in Tulane's core values, which serve as guiding principles for our work:

KNOWLEDGE FOR GOOD
Restorative practice training reinforces our commitment to better communication and genuine listening.

UNCONVENTIONAL INNOVATION
Embracing a restorative culture requires boldness and visionary thinking, as we aspire to create meaningful change.

INCLUSIVE COMMUNITY
A restorative community fosters equity, inclusivity, and collective learning from past experiences.

COLLABORATIVE ENGAGEMENT
Requires expert partnerships, like the Center for Restorative Approaches, and university-wide advocacy for impactful solutions.

INSPIRING EXCELLENCE
Our commitment to restorative practices compels us to pursue growth, take action, and inspire future leaders.

Restorative Practices

Our restorative practices are aligned with Tulane University's Strategy for Tomorrow, a 5-year EDI strategic plan aimed at building a campus climate where all can succeed, with a specific focus on Strategic Priority 3.

As a community comprising students, staff, and faculty, we recognize the inevitability of conflict and understand that resolution alone may not lead to healing. We view conflict as essential for fostering innovation and creative thinking, and we believe that restorative practices are instrumental in facilitating a cultural shift. These practices equip our community with the skills necessary to build relationships, take accountability, and engage in intentional repair when harm occurs.

What are Restorative Practices?

Restorative practices encompass tools and processes for fostering and repairing relationships, promoting cooperation, accountability, and conflict resolution for the benefit of the community. Inspired by restorative justice principles, this interdisciplinary approach emphasizes the significance of relationships in nurturing a healthy community.

With Tulane's diverse community in mind, our goal is to build a sense of belonging and reduce harm by embedding restorative practices into our culture. Through inclusion and engagement, community members will develop skills to navigate conflict and appreciate diverse perspectives.

Three types of restorative engagements are available at Tulane:



Understanding Restorative Practices



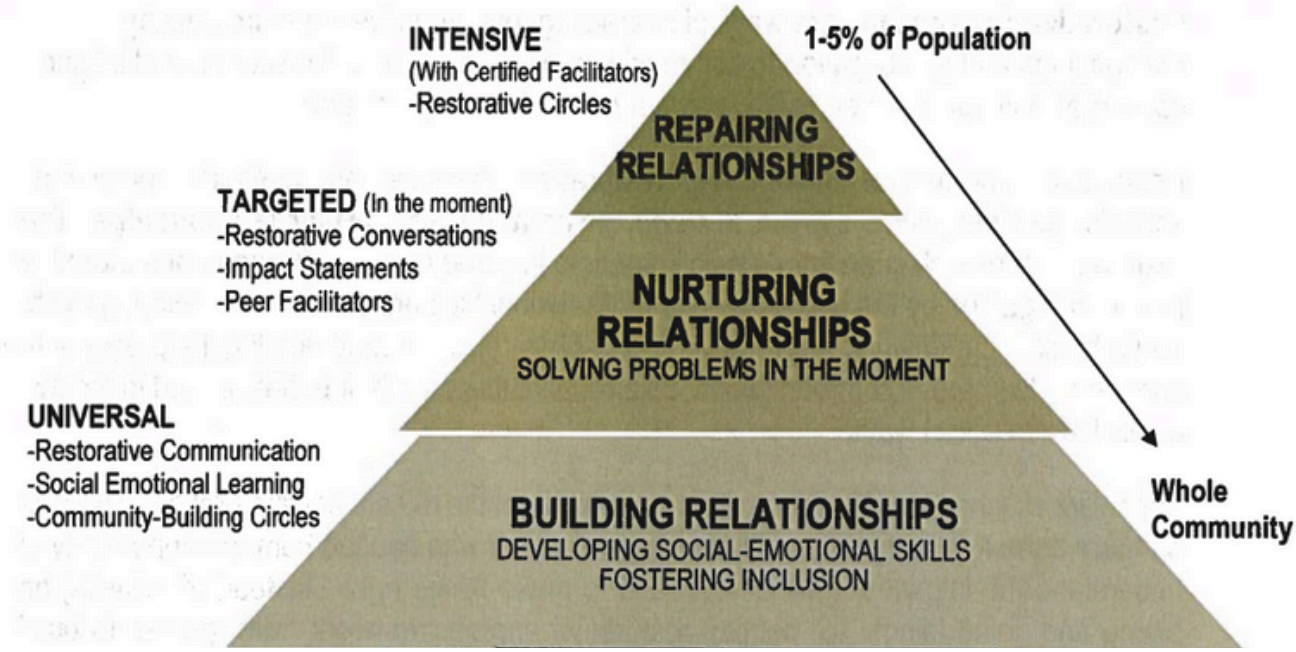
Facilitating Restorative Circles



Learning How to Have Restorative Dialogue

Pyramid Hierarchy of Restorative Approaches

Morrison's Pyramid Hierarchy on Restorative Practices provides a conceptual framework for defining different degrees of restorative interventions within communities or organizations. It emphasizes the critical role of connections in promoting individual development, community well-being, and conflict resolution. Tulane uses the Center for Restorative Approaches' modified version of this concept to inform our methods for building relationships, resolving conflicts, and promoting community welfare.



Source: Adapted from Morrison's (2004) hierarchy of restorative responses

This customized framework divides our efforts into three categories: building, nurturing, and repairing. We start with the foundation, concentrating on proactive community-building measures such as activities and circles to strengthen relationships. Moving to the middle tier, we use restorative methods like conferences and dialogues to resolve conflicts and repair harm. Finally, at the highest level, we prioritize restoring connections and encouraging healing, assisting affected parties with reintegrating into the community. Tulane's strategy promotes a culture of accountability, empathy, and belonging, resulting in stronger and more resilient relationships and communities.

Learning How to Have a Restorative Conversation

Drawing from the fundamentals of restorative practices, we have the opportunity to cultivate connections and mend relationships whenever necessary. Informed by insights from the Center for Restorative Approaches and Shannon Silva's TEDxMileHigh talk, the following tips offer guidance on communicating with intentionality.





FOCUS ON CONNECTION FROM THE START.
Express your desire to foster open dialogue and feedback.

STAY PRESENT AND ENGAGED.
Put away distractions and be an active listener.

BE MINDFUL OF TIMING.
Ask the people involved when and where would be a good time to have this discussion.

KNOW THAT YOU WILL EXPERIENCE DISCOMFORT.
Conflict can be challenging for everyone, and culturally, people approach conflict differently.

BE OPEN AND BE CLEAR.
Be vulnerable but also be clear in expressing your needs and expectations.

Learning How to Have a Restorative Conversation

USE RESTORATIVE QUESTIONS TO GUIDE THE CONVERSATION.
Review the next page for examples.

DON'T EXPECT IT TO BE A SINGLE CONVERSATION.
Take breaks as needed. While most restorative discussions occur in a single session, additional dialogue may be required.

ENLIST HELP WHEN YOU NEED IT.
Having a trusted friend or support person present may be helpful. At Tulane, we have staff that can assist you.

OFFER GRATITUDE.
Thank the other person for their time and perspective.

FOLLOW UP.
Hold yourself and others accountable for what you committed to do.











Restorative Questions

What happened?

What were you thinking or feeling when it happened?

How have you been affected by this?

What's it been like for you since this happened?

What can be done to make this right?

How can we prevent this from happening again?

What do you need in order to move forward?

Questions & Answers

WHAT IF YOU DON'T KNOW THE OTHER PERSON VERY WELL?

If you're unfamiliar with the other person, begin by building rapport. Reach out in subtle ways to demonstrate genuine interest. Once a connection is established, consider asking if they're open to a conversation. Additionally, Tulane staff trained in facilitating restorative conversations can offer assistance in these situations.

HOW DO I STAY PRESENT AND ENGAGED?

Consider your response to discomfort. Often, we turn to our phones or become distracted. Try putting away technology completely and finding a quiet space. Making eye contact and facing the person directly shows attentiveness. If needed, use fidget toys or other calming aids, but reassure the other person of your commitment to the conversation and listening.

WHAT IF YOU ARE SUPER UNCOMFORTABLE WITH CONFLICT?

It's understandable to feel uncomfortable—it's a common reaction when addressing conflict. Acknowledge your discomfort, either to the other person or to yourself. Remember, the aim of this conversation is to enhance the relationship, not damage it. You'll navigate through this discussion together.

HOW VULNERABLE SHOULD I BE?

It varies depending on your comfort level and the specific circumstances. Consider your relationship dynamics; you might feel more comfortable sharing with a close friend than with a coworker. Prioritize how much you're willing to disclose about the situation's impact on you. Remember, it's okay to pause and gather your thoughts before sharing more than you're comfortable with.

WHAT IS THE BEST WAY TO FOLLOW UP?

The approach depends on the situation, but a text or brief conversation can be effective. Consider setting a reminder in your calendar if necessary, and reach out in whichever way feels most comfortable for you.

WHAT IF YOU AREN'T READY TO HAVE A RESTORATIVE CONVERSATION?

No problem! Restorative practices begin with introspection and addressing your own needs. If you're not prepared for a restorative conversation, prioritize communication that feels comfortable and safe for you and the other person.

HOW DO I FIND THE RIGHT TIME FOR A CONVERSATION LIKE THIS?

Consider your schedule and needs first, then propose potential meeting times to the other person. Ensure you don't catch them off guard by asking in advance. Aim for times when neither of you will feel rushed, and consider meeting in a neutral location where both parties feel comfortable and safe.

HOW LONG SHOULD A CONVERSATION LIKE THIS LAST?

It varies! For minor issues, it may not require much time, but it's wise to give yourself a buffer to avoid feeling rushed. Aim for an hour, ideally, but remember, if time runs short, you can always schedule another discussion.

WHAT HELP IS AVAILABLE FOR ME AS A TULANE COMMUNITY MEMBER?

Our team of trained professionals specializes in navigating difficult conversations and is here to support you. Whether you're a student, staff member, or faculty, we handle issues of all sizes. Reach out to restorativepractices@tulane.edu to learn more and receive assistance. If you're unsure where to begin, consider filing a concerns report as a starting point!

HOW DO YOU THANK SOMEONE AFTER A TRICKY CONVERSATION?

While it may feel awkward, expressing appreciation doesn't need to be complex. Simply speak from the heart! For instance, you could say, "I recognize this conversation was difficult/unusual/uncomfortable, and I genuinely appreciate your willingness to engage with me."

Resources

OFFICE OF STUDENT CONDUCT

The Office of Student Conduct collaborates with the Office of Institutional Equity and, when appropriate, incorporates restorative practices to resolve disputes. While not suitable for every situation, the Director of Student Conduct may authorize the use of restorative practices to address harm. The Code of Student Conduct emphasizes community, mutual influence, learning from others, self-reflection, emotional expression, and repairing harm.

OFFICE OF HUMAN RESOURCES & INSTITUTIONAL EQUITY

The Conflict Resolution & Restorative Practices program operates within the Office of Human Resources & Institutional Equity. Restorative practices may be employed at the discretion of the Director of Institutional Equity & Resolution Management as part of informal resolution. Concerns regarding bias incidents can be reported on the OIE website.

OFFICE OF EQUITY, DIVERSITY & INCLUSION

The Office of Equity, Diversity, and Inclusion (EDI) leads university-wide EDI and anti-racism initiatives, ensuring an inclusive environment for all. EDI collaborates with university leaders to implement programs promoting community growth and thriving. As a close partner, EDI supports the integration of restorative practices at Tulane.

TITLE IX OFFICE

The Title IX Office safeguards gender equity at Tulane, addressing all forms of sex discrimination and sexual misconduct. They coordinate the University's prevention efforts and support programs to address sexual misconduct's impact on victims and the Tulane community. The Title IX Office collaborates closely with the Office of Student Conduct and Office of Human Resources and Institutional Equity on integrating restorative practices within University policies and procedures related to sexual misconduct.

Training & Learning Hub

RESTORATIVE PRACTICES TRAINING:

Restorative Practices Overview:

- Duration: 2 hours
- Description: Provides a foundational understanding of restorative practices, including an example of a restorative intervention and learning 3 of the 8 guiding principles.
- Certificate of completion provided.

Introduction to Restorative Approaches

- Duration: 16 hours
- Description: Introduces restorative approach and practical skills for community building, inclusion, and collaborative decision-making.
- Focuses on principles, community building circles, relationship-driven communication, and restorative accountability.
- Certificate of completion provided.

Facilitating Restorative Circles

- Duration: 16 hours
- Description: Teaches participants to resolve conflicts using restorative circles, where affected individuals develop solutions.
- Prerequisite: Introduction to Restorative Approaches course.
- Covers Restorative Circle overview, steps, role-play scenarios, and certification process.

Learning Community Sessions

- Duration: 1 hour
- Description: Refresher on restorative approaches for past participants, with discussions and scenario practice.

Training & Presentations

- Interested in a Training/Presentation? Email us!
- We've partnered with the Center for Restorative Approaches to offer training opportunities with certified facilitators and Tulane staff members.



Restorative Recommendations

(Links Below)



WATCH OR LISTEN:

- A Short Introduction to Restorative Approaches by Luke Roberts
- Restorative Justice in Oakland Schools: Tier One. Community Building Circle
- A New Story of Justice: Nonviolence and Restorative Justice
- Restorative Approaches in New Orleans



VISIT:

- The Center for Restorative Approaches
- International Institute of Restorative Practices
- The Center for Restorative Practices at Amherst College
- University of San Diego's Center for Restorative Justice

READ:

- Zehr, H. (2015). The Little Book of Restorative Justice. New York, NY: Good Books.
- Karp, David R. 2015. The Little Book of Restorative Justice for Colleges and Universities: Repairing Harm and Rebuilding Trust in Response to Student Misconduct. New York: Good Books.



TULANE AND COMMUNITY:

- Case Management & Victim Support Services
- The Counseling Center
- The Center for Restorative Approaches