PROACTIVE RESOLUTIONS™

We build respectful workplaces through prevention programs and incident management.

Restorative Justice: the end of business as usual

January 2010

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- Kept apart we are capable of tremendous treachery

- Brought together, we are capable of amazing generosity

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Business as usual

The questions we ask inform our responses.

- Who did it?
- What do we do to them?
  - Parents
  - Teachers
  - Managers
  - Police
  - Courts
  - People

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A change in business

A change in business requires a different set of questions

- What happened?
- How have we been affected?
- What can we do to make things better?

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The principles

For any approach to be effective it must:

- deliver *justice*
- be *democratic*

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Justice

- Justice has three parts
  - Fair Rules
  - Fair Play
  - Fair Outcomes

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Democracy

- Democracy has 4 parts
  - Participation
  - Political equity
  - Deliberation
  - Non-tyranny

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Individuals and groups

- Justice is never about one person
- It's always about systems of relationships

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Facts and feelings

- Responses to injustice typically exclude emotion
- The facts, what happened, need to be acknowledged
- So do the feelings

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Distribution

Our thinking & approaches to perceived and real injustice permeates not only

- The criminal justice system in the community
- The discipline systems at school
- Our management systems at work

They also inform much of how we respond personally to what we see in the media or hear about from others

Are we generous or are we judgemental?

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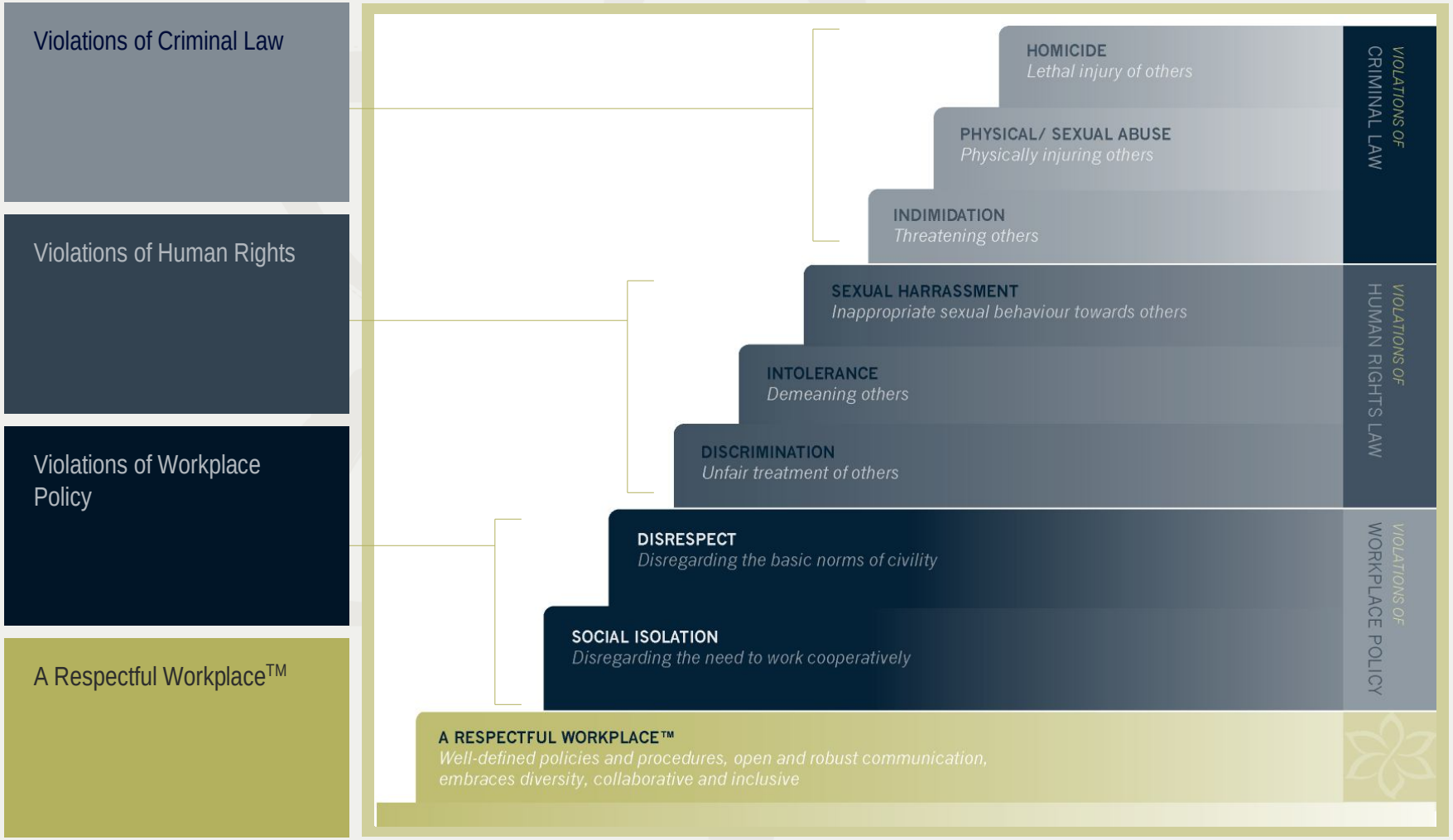
Workplace Conflict Ladder



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UK research

Justice Research Consortium - RCT project

- Victims & offenders - a positive experience
- Conferencing was significantly more positive than other processes
- The University of Sheffield meta-analysis indicated significantly reduced recidivism for Conferencing when compared to other interventions

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UK research

- Conferencing – excellent value for money
  - For every £1 spent, £8 was saved
- It involves real rigour & no guess-work

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Crucial

- Theory of justice
- First principles
- Process
  - Structure
  - Sequence
  - Language
  - Gesture

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Clients

- Government
  - Police
  - Prisons/Probation
  - Tax Office
  - Ambulance Service
  - Fire Brigades/Service
  - Defence
  - Education
  - Juvenile Justice
  - Health
  - Environment
  - Local Government/Authorities

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Diagnosis

Definitions are important

- Dispute or Conflict
  - One implies cooperation
  - The other implies win/loose
- They are different experiences
- They require different approaches

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