ProActive’s Restorative Justice Conferencing Facilitator Certification Workshop

An evidence-based option for dealing directly with workplace conflict.

Workshop Background

ProActive ReSolutions has pioneered an approach to workplace relations that is changing the way we think about and approach conflict resolution. The effectiveness of ProActive’s Restorative Justice Conferencing has been validated by numerous international studies, including the UK’s largest Randomly Controlled Trial. As a result this approach has been adopted in workplaces, criminal justice systems and communities around the world.

We’re pleased to be co-hosting this workshop with RJ4ALL, an organization committed to sharing knowledge and best practices on restorative justice between academics and practitioners.

Learning Objectives

After completing the training, you will be able to:
• Explain ProActive’s RJ Conferencing and how it differs from other processes
• Advise when an RJ Conference is appropriate and when it is not
• Persuade those caught up in a workplace conflict to participate in an RJ Conference
• Undertake preliminary interviews and prepare people for the RJ Conference
• Facilitate the RJ Conference using newly acquired skills and techniques that are also applicable in preventing workplace conflict Prepare a written plan with the group that forms the basis for an Agreement where people are held accountable for future behaviour
• Prepare a written report
• Ensure the Agreement reached to change behaviour is implemented and sustained over time

Workshop Agenda

The three-day training will consist of lectures, facilitated dialogue, demonstration sessions and experiential learning opportunities. All participants receive a comprehensive, easy to use Facilitator’s Manual, subscription to ProActive’s Newsletters and access to expert advice following the training.

Day One

Critical Principles
• Justice and fairness at work
• Why try to be fair?
• Group decision-making and deliberative democracy
• Conflict or dispute?

Demonstration
• RJ Conference demonstration
• Observations on the RJ Conference: Points of change, structure, sequence, Facilitator’s technique

Process Theory
• What happens in an RJ Conference: Emotional shifts and moving conflict into cooperation
• Incidents suitable for RJ Conferencing: Why or why not?
Workshop Agenda, Continued

Day Two

**Preparation Framework**
- Persuading people to attend
- Interviewing techniques
- Identifying issues and incidents
- Practice exercises

**Facilitation**
- Using Voice, Face and Posture
- Responding to bullies
- Practice exercises

**Agreement**
- Moving into the Agreement stage
- Soliciting suggestions
- Solution-testing
- Written agreement format

Day Three

**Difficult Situations**
- Dealing with uncooperative participants
- Safety concerns
- Mental health issues
- Practice exercises

**Following Up**
- Scheduling follow up
- Follow-up support
- Addressing relapses
- Unhappy participants

**Program Implementation**
- Elements of effective programs
- Research-based policy frameworks
- Quality control
- Policy integration

Who Should Attend?

Supervisors, Managers, Team Leaders, Administrators, Human Resource Managers, Senior Officers responsible for Performance, Managers in Police, Prisons and Probation, University Administrators, Large Charities, Resilience Officers, people responsible for Health and Safety at Work, Diversity and Equality Managers, Learning and Development Teams and anyone interested in preventing and reducing the incidence of workplace conflict.

About the Trainer - John M. McDonald

Founding Member, CEO, ProActive ReSolutions

As a founding member and CEO of ProActive ReSolutions, John has extensive international experience in facilitating ProActive’s Restorative Justice Conferences in the workplace, the community sector and the criminal justice system. John is an acknowledged thought leader on the topic, a published author and commentator and a trainer with over twenty years’ experience in the field.

Workshop Dates: June 8-10, 2015
9:00 am to 4:30 pm
Cost: £900 + VAT
Early Bird Rate: £800 + VAT (ends May 1, 2015)
Ask about our volume discount

Workshop Location:
Central London – details to be announced