

SO YOU STARTED AN EXPERIMENT...

AGENDA PLAYLIST 3: LISTENING AND TALKING WHEN STAKES FEEL HIGH

Print this 11" x 17" (tabloid) facilitation guide to bring to your group's meeting so everyone can follow along!

You can also find this playlist as a padlet [here](#) (or at the QR code), with a mobile-friendly version of this guide.



1

RESTORATIVE CONVERSATION TOOLKIT
A guide to approaching difficult conversations and conflict transformation with nuri nusrat

This kit includes materials from the Restorative Conversation Toolkit by nuri nusrat and Active Listening with Stacy Rene Erenberg. It features video clips from Project NIA and Interrupting Criminalization's Building Your Abolitionist Toolbox series, slides, workbook excerpts, and this facilitation guide.

This kit will support your group to approach difficult conversations with strategies, commitments, and skills for hearing each other and responding in meaningful ways to support each other and your work together. It will take about 2-2 1/2 hours, depending on your group's size and how long you spend on each activity.

You will need:

- » A computer, tablet, or phone to view the materials: video clips, slides, and workbook pages.
- » Notebooks and / or big paper for taking solo and group notes.

RESTORATIVE JUSTICE ROOTS
Start by learning about **honoring the Indigenous roots of Restorative Justice (RJ)** and a **brief overview of western RJ**.

INTRODUCTION TO THE PRACTICE SCENARIO

Review a scenario that will serve as an example for framing and practicing restorative conversations, and a brief introduction to restorative process as a structure.

What do you notice about your own reactions to this scenario about addressing a household issue between roommates?

RESTORATIVE JUSTICE VALUES

Review this material about **why RJ values matter for practice**.

What supports belonging for you in relationships?
Use this exercise to explore.

Review this in-depth discussion of **Restorative Justice values**.

RESTORATIVE JUSTICE GOALS

What do we use restorative conversations for? What are the goals?

Most people shape the RJ questions to make sense for how we talk and for the context. How will you adapt the questions to make sense for you?

ROLE-PLAY + PRACTICE

Review the scenario practice and find more practice scenarios and a reflection worksheet in the workbook.

GROUP PRACTICE!

Choose one of the exercises linked here. Practice with the prompts and do the post-practice reflection. Talk as a group about your reflections. What did you notice? Is there more you want to learn?

Use this as a foundation for naming a next step for your group - do you want further training, to set up practice sessions, create agreements about how to use restorative values or questions when conflicts or harm happen, identify people to ground that process?

2

ACTIVE LISTENING
Stacy Rene Erenberg shares tools for learning to listen when the stakes feel high

INTRODUCTION

What is active listening and when do you use it?
Why is this important in our work?

COMMON RESPONSES & ROADBLOCKS

Start by reviewing familiar responses to challenging conversations:

the four D's (diagnose, deny, "deserve," defend) and common roadblocks.

WHAT SUPPORTS ACTIVE LISTENING?

What supports active listening, instead? Learn about B.O.A.R.S. - body language, open ended questions / consent, affirmation, reflecting back, and summaries - as ways to engage in difficult conversations toward de-escalation and conflict transformation.

REFLECT ON LISTENING PATTERNS AND RESPONSES

In your group, **take a few minutes for people to think of a time when you were using, or witnessed someone using, the "four Ds" in a conversation.** What of the BOARS responses might have, or did, open up active listening?

GROUP PRACTICE!

Review these clips introducing an activity - Active Listening Baseball - and one example role-play, then try it with your group. There are two sample "pitches" in the slides, or come up with something familiar to you.

These conversations aren't easy, and sometimes we freeze, or find we are not the right person or in the right place to have them.

What do you do when you freeze?