



The Cost of Conflict

Nothing drags down the function of any group the way interpersonal conflict can. Even if you can get that one skirmish resolved, does the team have the skills to solve most of their issues among themselves?

Restorative Practices can turn conflict into engaged creativity.

37%
higher absenteeism

49%
more accidents

60%
more errors
and defects

What is Conflict costing your organization?

Disengaged workers had 37% higher absenteeism, 49% more accidents, and 60% more errors and defects
(Source: Queens School of Business and by Gallup)

What are Restorative Practices?

Restorative Practices are skills that help your team keep their issues close to whoever is affected- and out of your office. Conflict can't be fixed as if it were mechanical. Everyone needs to practice or re-learn the simple, "sandbox" skills that help them grow solutions and gain confidence in handling their own conflicts. We teach 3 concepts and 3 tools. Learn them today, leverage them tomorrow.

Conflict is inevitable.

It's only human to find conflict offensive and always the other guy's fault. Actually, the human brain is specially designed to turn conflict, needs, and other pain points into innovative solutions. But bridging that gap doesn't happen naturally or without assistance. This is where we come in. We use internationally-proven **Restorative Justice Practices** protocols. Anyone can learn them and we are excellent at teaching them.

**Productivity improves by
20-25% in organizations with
connected employees.**

(Source: The McKinsey Global Institute)

Contact us at (401) 421-6238
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The Restorative Workplace

Turning conflict into productivity.



57% of employees who said they were very stressed at work felt less productive and disengaged, while only 10% of low-stress employees reported feeling this way.

(Source: Tower Watson)

Leadership can stay out of the fray.

When teams are trained to become their own “first responders” to resolving conflicts, leadership becomes the neutral party who is trusted to resolve impasses. This shift in dynamic not only holds workers accountable to work on dealing with issues on their own, but also allows the leader to gather valuable insight about ways the workplace itself might be nurturing problems. With Restorative Practice techniques, you and your teams learn how to de-escalate problems before they become problematic and to be more skilled at dismantling them when they do.

The Impact

Learning Restorative Practices skills, and teaching them to your teams, helps avoid morale-killing conflicts that eat into your productivity. Restorative Practices also improves the relationships and trust amongst your teams which naturally decreases their stress levels. Proactive conflict management will contribute to increased performance and profits throughout the organization.

The leader wins, the team wins, and the entire organization wins. Most importantly, your clients win too. Which helps to keep them your clients. Learning Restorative Practices offers organizations a rare quadruple win without a downside.

By their nature, Restorative Practice skills and protocols:

- Improve everyone’s interpersonal habits and efficacy, which saves everyone many headaches
- Maximize the corporate brain power with RJP’s circle protocols.
- Handle imbalances of power gently and fairly, without leaders giving up authority.
- Loosen up the group by allowing them to step out of their roles briefly.
- Take a pulse of where their heads are at.
- Demonstrate fairness by structuring a time to hear every voice equally.
- Create a space that helps workers hear hard information and still feel supported.
- Subtly re-teach the oft-forgotten “sandbox” skills; taking turns, speaking from the heart, and not taking things personally.

Relax.
We can help you
improve the cultural climate
in your organization.

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