



Restorative Approaches

More emphasis is being placed on restorative approaches to community issues nowadays with the most well known example being restorative conferences as an alternative to traditional sentencing in the criminal justice system. We have worked in a national partnership to develop this accredited programme as an introduction to the skills and knowledge involved in restorative approaches. Restorative approaches are a way of dealing with interpersonal issues and conflict resolution in a constructive and positive way which gives all participants the opportunity to get something out of the situation with a real sense of closure.

This programme is the perfect addition to our accredited City & Guilds Conflict Management Level 2 course.



What's in it for you?

- Increased confidence in dealing with difficult and stressful interpersonal situations
- Greater communication skills and conflict resolution ability
- Improved personal safety as you will be more able to defuse situations before they become unmanageable and potentially dangerous

What's in it for your organisation?

- Staff more able to handle tense situations and bring conflicting parties together to find a lasting resolution
- Greater operational safety
- Better ability in bringing long-term solutions to community conflict

By the end of the session you'll be able to...

Explain what restorative justice is and what a restorative approach is

Identify appropriate situations where a restorative approach could be used

Identify the skills needed for a restorative approach and demonstrate the use of restorative justice skills, understanding how to overcome potential barriers

Demonstrate effective use of restorative language and apply a restorative approach to managing conflict

Duration: Two days

Who: Anyone who works with the general public and encounters potential conflict

Delivered by: NNW

Accreditation: NCFE