

# BRINGING RESTORATIVE TO CORPORATE CULTURE

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# WHO WE ARE



Kay Kyungsun Yu & Rachel M. Krol

# CORPORATE CULTURE





# SOURCES OF CONFLICT



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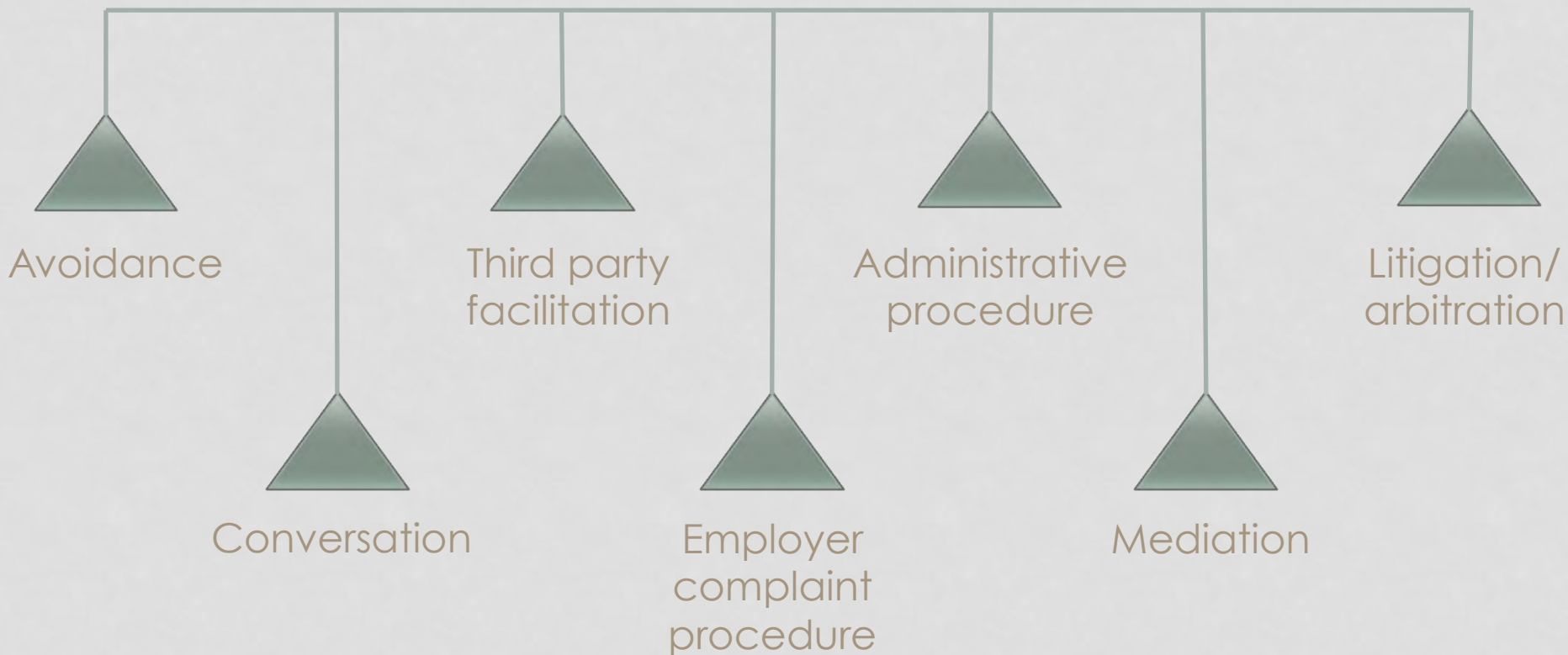
- Performance evaluations
- Discussions about employee behavior
- Discrimination and harassment
- Requests for accommodations
- Dysfunctional team dynamics
- Changes to company policies
- Organizational change
- Personality conflicts



# CONFLICT RESOLUTION CONTINUUM

Informal

Formal



# FUNDAMENTAL HYPOTHESIS

- The fundamental hypothesis of Restorative Practices is that human beings are happier, more cooperative and productive, and more likely to make positive changes in their behavior when those in positions of authority do things *with* them, rather than *to* them or *for* them.

(Ted Wachtel, IIRP President and Founder, “Defining Restorative,” 2013)

# FAIR PROCESS

“Individuals are most likely to trust and cooperate freely with systems – whether they themselves win or lose by those systems – when fair process is observed.”

- Principles
  - Engagement
  - Explanation
  - Expectation Clarity

(W. Chan Kim & Renee Mauborgne, Harvard Business Review, July-Aug 1997)





SPEAKING CORPORATE



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# SPEAKING CORPORATE

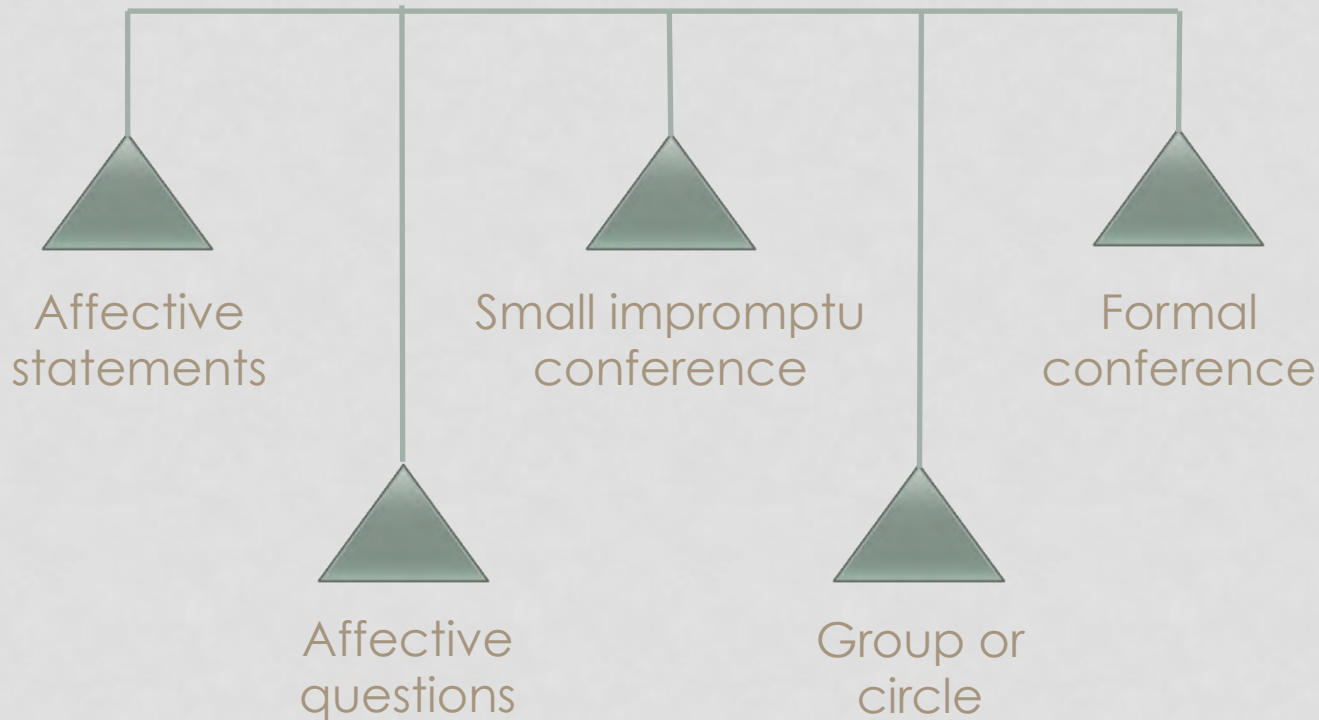
Employees experience *fewer* conflicts and manage them more *informally* when they are:

- Empowered
- Valued
- Connected

# RESTORATIVE PRACTICES CONTINUUM

Informal

Formal



(Ted Wachtel, IIRP President and Founder, "Defining Restorative," 2013)

# RESTORATIVE QUESTIONS

## Restorative Questions I:

- What happened?
- What were you thinking of at the time?
- What have you thought about since?
- Who has been affected by what you have done? In what way?
- What do you think you need to do to make things right?

## Restorative Questions II:

- What did you think when you realized what had happened?
- What impact has this incident had on you and others?
- What has been the hardest thing for you?
- What do you think needs to happen to make things right?

(Ted Wachtel, IIRP President and Founder, "Defining Restorative," 2013)

# MAGIC QUESTIONS

- What happened?
- What were you thinking of at the time?
- What have you thought about since?
- What impact has it had on you?
- What impact has it had on others?
- What has been the hardest thing?
- What has to happen to make things right?



# CONTACT US

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