



Restorative Practice:

Emotional Intelligence in the Workplace

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Background/Context

Evidence suggests that a happier workforce improves productivity and the quality of care being delivered. Restorative practice is an alternative response to improving performance and avoiding unnecessary grievances. This approach saves time and the anxiety/stress that can occur when there is conflict and unhappiness in the workplace. Restorative practice helps people to find their own solutions to problems and enables managers to develop a skill that focuses more on the person rather than procedure.

Aim

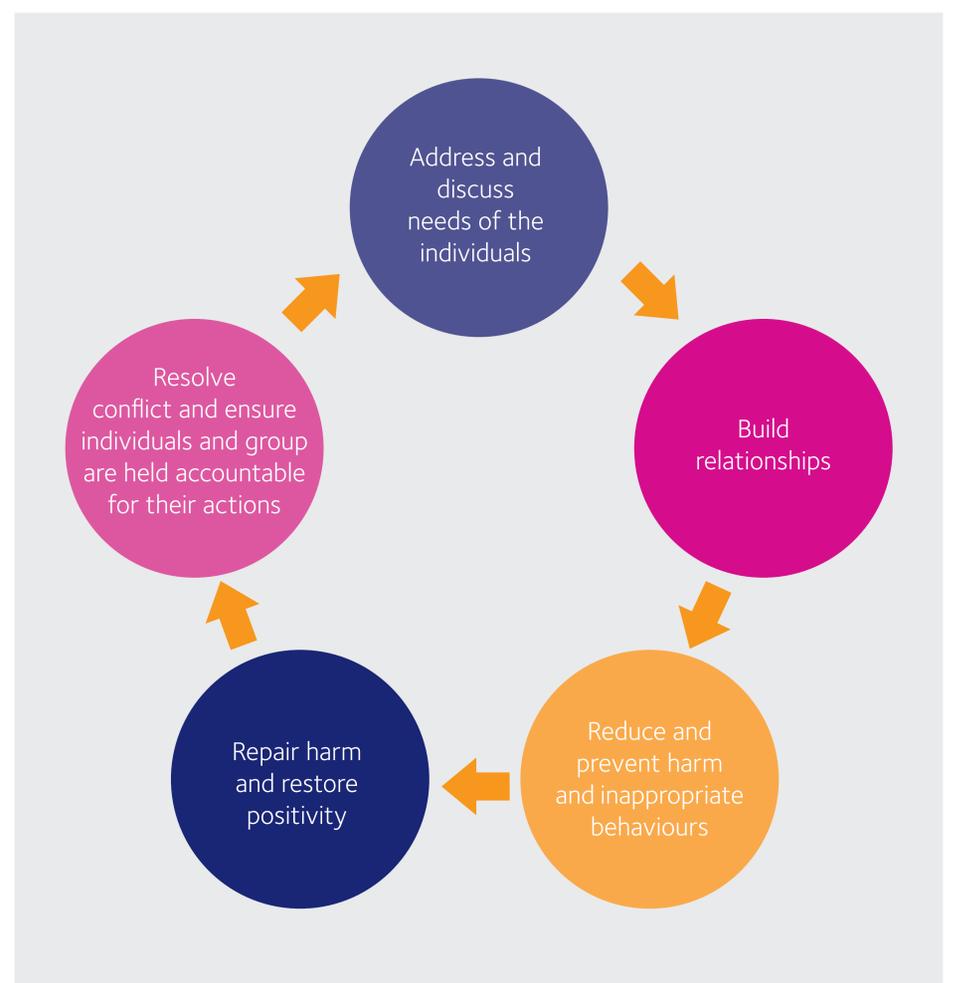
In 2017, the Hospice formally trained six of its staff as Restorative facilitators. Those chosen were skilled up to an accredited level to help support individuals or teams find their way out of conflict without following a formal grievance procedure.

What do our restorative facilitators do?

- **Act as an advisor** – help people to work out their options
- **Act as a coach** – help individuals practice how to frame a conversation
- **Act as a facilitator** – help to facilitate a conversation where there is tension and conflict

Outcomes

- Restorative facilitators work across the organisation
- More positive, supportive culture
- There have been no formal grievances raised since 2016
- Feedback suggests that restorative conversations have helped to achieve this
- Time has been saved
- Managers are empowered
- Happier more productive workforce



Is everything ok?

What happened?

How did it happen?

How do you feel about it now?

Who did your actions hurt?

