

Be a Restorative Leader

When things are not going well – ask yourself: which quadrant am I in?



What are the RIGHT supports for this situation?

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Based on Wachtel & McCold's Social Discipline Window

When people are angry or upset try using P.E.N.S.

- P – Pause & Positive:** Start with something kind
- E – Emotions:** Offer a guess about their Feelings
- N – Needs:** Offer a guess about underlying needs
- S – Solutions & Safety:** only then go to ideas, plans



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Based on Marshall Rosenberg's NVC: CNVC.org

Vulnerability = Strength Try an Effective Apology using S.O.R.R.Y.

- S – Self-Soothe** (before you charge in there)
- O – Observation** (state the facts of what happened)
- R – Responsibility** (your CHOICES without excuses)
- R – Regret** (your VALUES that lead you to regret)
- Y – You** (offer what YOU can do to make it right)



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Based on work from BayNVC Leadership Program: BaynvcLP.org

Common Feelings & Needs When People are Unhappy or in Conflict

FEELINGS

Frustrated	Irritated	Confused	Nervous	Surprised	Sad
Jealous	Scared	Suspicious	Embarrassed	Grieving	Lost
Exhausted	Lonely	Shocked	Disappointed	Resentful	Hurt
Hopeless	Guilty	Horrorified	Discouraged	Ashamed	Angry
Worried	Torn	Devastated	Heartbroken	Resentful	Numb

NEEDS

Acceptance	Understanding	Fairness	Honesty	Integrity
Ease	Cooperation	Learning	Kindness	Support
Choice	Appreciation	Safety	Freedom	Inclusion
Connection	Compassion	Respect	Mutuality	Teamwork
Harmony	Independence	Peace	Warmth	Effectiveness
Autonomy	Companionship	Trust	Contribution	Awareness

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