

Turning Sh*t to Gold.

A restoration process using the ORID framework

Intentions

To restore trust in a group after some issue has arisen

To allow conflict to be discussed, without blaming, to enable social emotional learning

To grow group accountability in contrast to teacher/facilitator authoritarian status

When to use this process

If you have a sense that some conflict or difficult behaviour is affecting the group

If something has happened to compromise group safety

Framing the Conversation

1. Identify the reason and purpose:

I'm now going to create space for a whole-community discussion to enable us to discuss (the event) and its impacts and find ways to move forward and put things right. This may seem a bit unusual, because we may not have seen this much before, and I can think of millions of examples where this doesn't happen, but healthy communities can discuss really difficult things with open hearts and open minds and put things right.

2. Identify the outcome and intention:

I want to make sure we leave this discussion with everyone feeling heard, with a sense that as a whole community we have put things right.

3. Identify your role:

If this was an adult-child discussion I might have the say over what happens. But it's not, it's an adult-adult conversation. My role is not to decide what should happen. My job is to keep the discussion open. If we veer away from a healthy discussion, I'll get us back on track. I will have my say too, as one member of the community.

4. Identify how it will be done:

To help us really listen to each other, we'll use our 3 talking stick rules (recap if required). We will have 4 rounds of questions. 4 times around the circle with the talking stick. Let's begin round one.

Identify any negotiables / non-negotiables to highlight.



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In Practice

Round 1.

Ask an **OBSERVATIONAL** question.

Draw out what **actually happened**, as distinct from our responses to it. Identify what are the facts and validate our diverse experiences (what we saw/ heard etc.), such as:



- > Let's hear from each person: From where you stood, what happened?
- > Let's share one at a time: What are you finding difficult right now?
- > How are we going with our group values now? What happened to make you say that?



- > How did the situation effect you? Why?
- > What were your thoughts and feelings about what happened?
- > What was the most important part for you, and why?



Ask a **REFLECTIVE** question.

Validate the diverse range of **feelings** and responses, and give us insight into our relationship to what's happening and how we are impacted, such as:

Round 2.

Round 3.

Ask an **INTERPRETIVE** question.

Enable us to examine our different needs, values, beliefs and assumptions, and the significance and implications for the community, such as:



- > How might this have come about?
- > What matters most to you about this situation?
- > What may happen if this situation continues?



- > How will we put this situation right for the whole community?
- > What could we start, stop, or keep doing to make sure this doesn't happen again?
- > What might need to happen next?



Ask a **DECISIONAL** question.

Identify options, make decisions and prioritise our action, such as:

Round 4.

Final Process

1. Summarise what you have heard from the group (what they have agreed on, and where there is still disagreement)
2. Test for their support of your summary.
3. Thank them for their openness
4. Acknowledge that only the healthiest communities are capable of such a conversation.