



**Speaker:** Rev. Jill R. Russell

**Lecture Title:** Restorative Circles for Conflict Management

**Synopsis:**

Conflict happens. When it does finding creative and effective ways to face conflict head on can make the difference between a work

environment that supports the mission of a practice or subverts that mission. Restorative circles is a process of dialog that brings people together to speak directly and listen carefully to one another in order to find a way forward. The building blocks of this process can be used in very informal ways to improve communication and strengthen connection between doctors and staff, between staff and patients, or even in one on one conversation. The formal restorative circle process is extremely effective in bringing together all parties to a conflict to work together when a situation has become complicated or stuck. The principles undergirding Restorative Circles when put to practice can greatly enhance the effectiveness and efficiency of an office environment.

**Learning Objectives:**

- 1) The building blocks of a Restorative Circle will be introduced and practiced.
- 2) An orientation to the full Restorative Circle process will be provided.
- 3) Ways to incorporate these practices into individual's specific context will be explored and discussed.

**Short Biography:**

**Jill R. Russell** has been a congregational pastor for twenty years and has served as co-pastor at Hope Church, RCA in Holland, Michigan since 2008. Prior to her ministry at Hope Church she specialized in working in congregations during times of transition and provided consulting for a number of organizations undergoing conflict throughout the New Jersey and metro New York city area. She became interested in Restorative Circles after attending training by Dominic Barter who developed the process in the 1990s in Brazil. She is a founding member and the administrator for the Holland Restorative Circles organization that has been supporting the work and training of facilitators in this practice since 2009. You can learn more about the training opportunities at Holland Restorative Circles: <https://hrcircles.wordpress.com/>.