

Restorative Practice at Work (the book) as Continuous Professional Development (CPD)





**Restorative practice
requires everyone
working in healthcare to
really consider their part
in creating healthy, open
and inclusive cultures.
Restorative practice
identifies and explores
the detail of our
relationships at work.**



Context

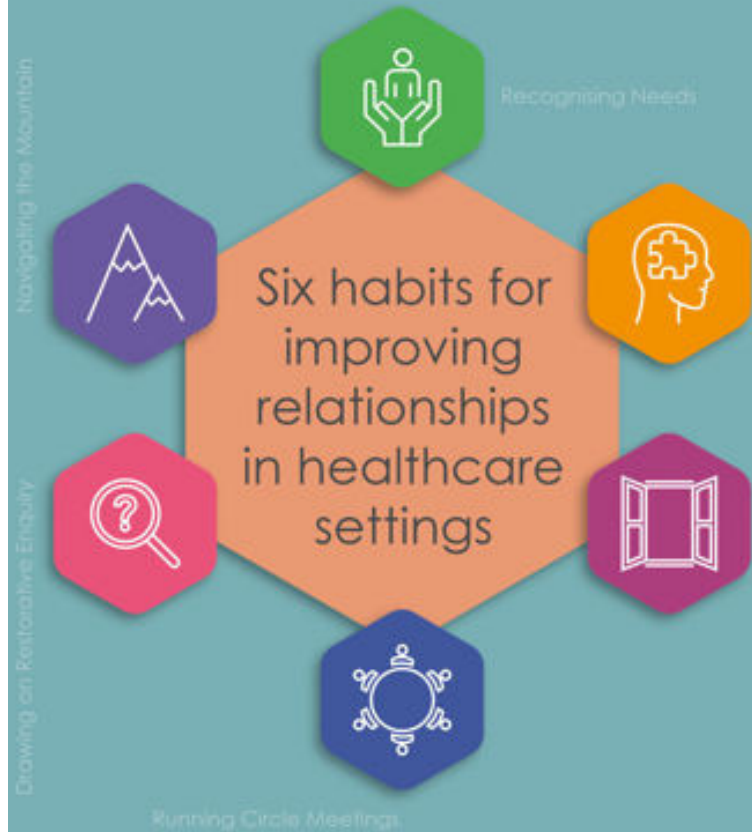
This book has been written to help people working in healthcare understand what restorative practice is and how it can be applied to self, team and departments, whatever your role.

Within the book, there's a symbol that asks readers to pause and take notes. There are also tables to complete to assess knowledge and learning, with questions to develop the reader's understanding of restorative practice.

Its use as CPD is emerging organically and I hear from readers who are using the book, with examples of how the six habits are being put to effective use.

In addition to the book, I offer an e-learning course, alongside virtual workshops, for those seeking a more structured learning avenue.

Restorative Practice at Work



Lesley Parkinson

Habit 1:

"Followed this advice today during a challenging meeting. Helped me try to see the perspective of the 'other' while helping me to pause and try to develop a constructive way forward."

(Consultant Obstetrician, April 2024)

Why should I be interested in restorative practice CPD?

There is a growing body of evidence that tells us about the importance of spending time and effort on workplace relationships.

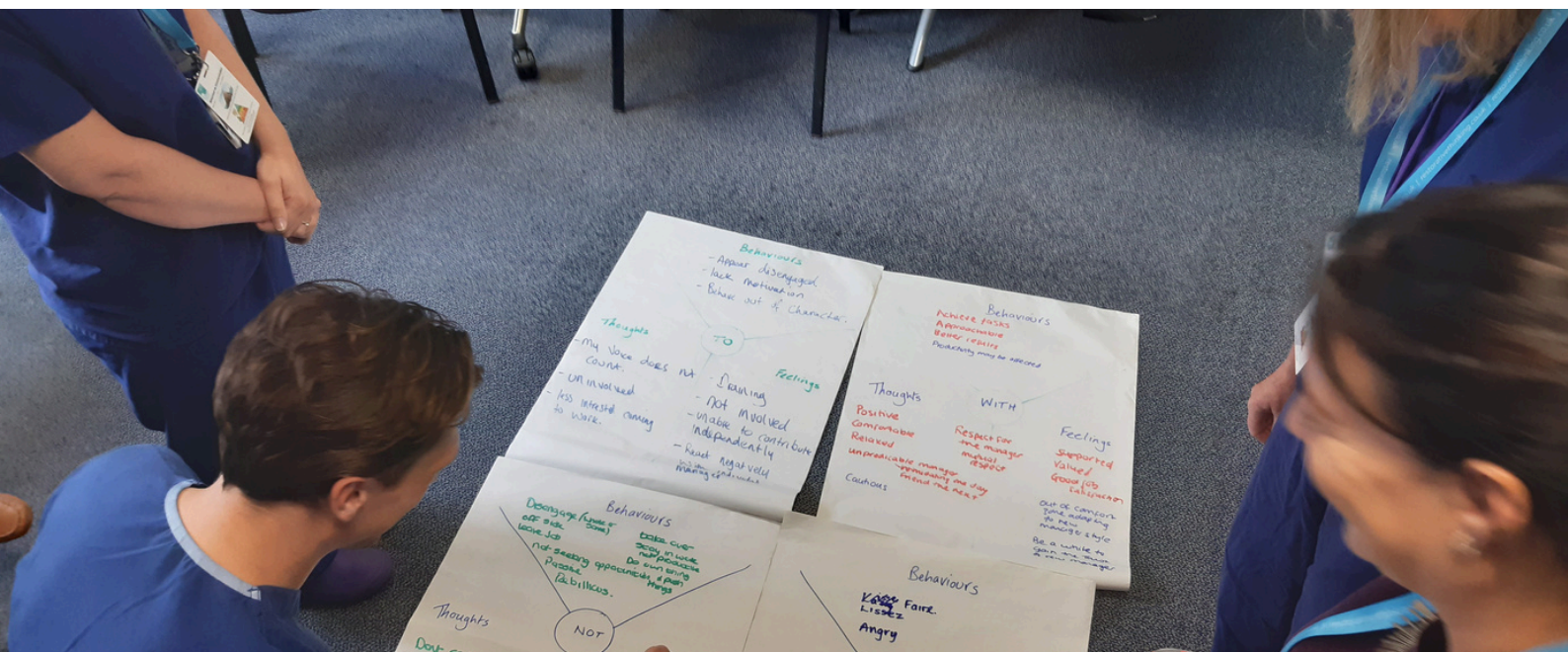
Of note is the 2023 Warwick Business School and Virginia Mason Institute joint evaluation: five NHS Trusts derived lessons about how to foster a culture of continuous improvement across the wider health and care system.

This evaluation came up with six key lessons, with lesson 4 being:

Relationships aren't a priority, they're a prerequisite.

Restorative practice fills this 'relationships education' gap, and helps teams to generate consensus around how to define good, healthy and productive relationships in a team. This includes people agreeing how to structure a conversation that is difficult; how to hold ourselves and each other to account; how to deliberately build team cohesion; how to respond when there's confrontation and conflict.

If you want your team/department to develop a shared understanding of the above, then this book is a great introduction.



Intended outcomes

Before designing your CPD with this book, consider (and be realistic about) what you hope to achieve.

In recent years, many local authorities and other public service organisations have brought in face to face training, coaching and supervisions to help staff get to know and use restorative practice.

This is a successful model and my personal preferred option; however it takes a lot of time, involves releasing staff for one or more days and can be costly.

So it's important to plan realistic outcomes when asking staff to access restorative practice in book form.

Be aware of the learning styles and learning needs of your team/department members.

Consider if it's possible to allocate protected time (I suggest two hours) for people to read the book.

I strongly recommend identifying one or more restorative practice CPD leader/s within departments to help guide teams to use the book well, and I've suggested what their role may look like on the next page.

"So I think it's having the habits sort of ingrained in my brain now so that I can think about them each day."

(Claire Rawes, matron for theatres and surgery, UHMBT)

Restorative practice CPD leaders

This role can be filled by any member of the team or department. It might be someone responsible for staff supervision or health and well-being. It needs to be someone who likes and believes in restorative practice. This person may have already read the book and suggested that others in the team engage with it.

Importantly, CPD leaders do not train colleagues in the use of restorative practice; they are simply guiding team members to read the book and share how the habits are then put to good use.

They are responsible for ensuring everyone has a book and knows why! (See the three E's below).



CPD Leaders highlight their own, and others', good practice with regard to the six habits.

If training in restorative practice is needed, please get in touch for more information about e-learning and virtual workshops.

Introducing CPD

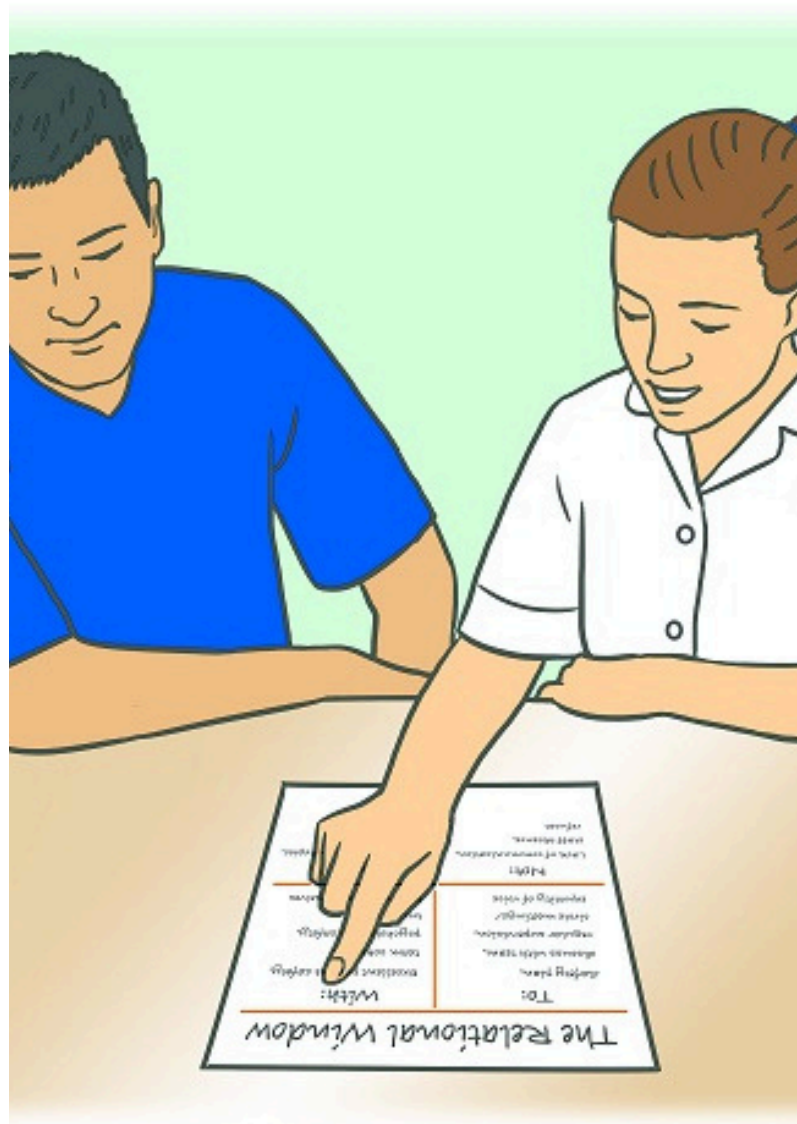
If you are planning to use the book as CPD with teams or departments, consider how this will be communicated to those involved.

I am always guided by Fair Process (a restorative practice theme to be used when making decisions or introducing change, closely tied to the idea of decision-makers working 'with' people rather than doing things 'to' them or 'for' them). Fair Process suggests using three E's:

- Engage
- Explain
- Expectation clarity

Engage

Offer the book as CPD to help the team move towards a shared objective (improving relationships; civility and respect, culture of continuous improvement and patient safety, etc). At this point, invite feedback and suggestions for effective roll-out, giving everyone an opportunity to be part of the design of the CPD. This way, you are modelling Habit 4 (working 'with')!



Explain

Set out a time-frame for the CPD and how it will be organised. Whenever possible, be sure to include the suggestions put forward by staff.

Expectation clarity

Set out clearly what is expected of individuals, with time frames.

Book club CPD

A book club is an effective and enjoyable way (for readers) to engage with restorative practice CPD.

Provide members of staff with a copy of the book and set realistic time frames for people to read a section of the book and then meet to discuss.

This works particularly well with the six habits. Each habit is explored in turn, with time for people to read about the habit and then experiment putting it into practice.

The book club then becomes an opportunity for people to share their successes and challenges, to learn from each other and pool ideas.

If it's challenging to find time for everyone to join a book club, consider a shared noticeboard for people to write their feedback, or allocate ten minutes during a team meeting to share a particularly successful case study, and do this often.



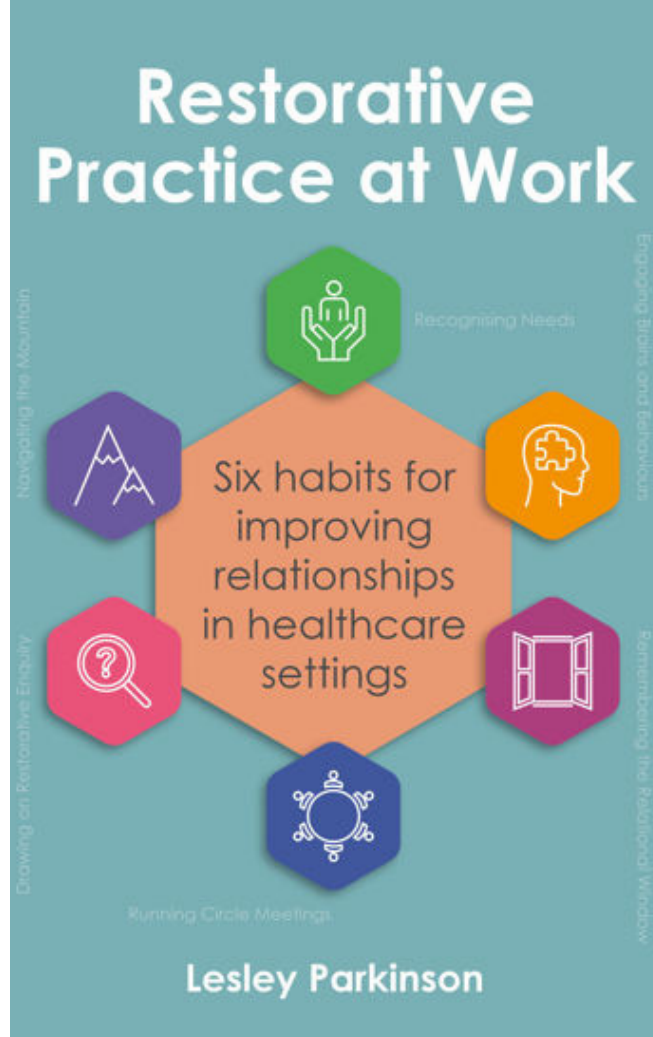
**“Reinforced my
'WITH' practice while
having a greater
appreciation of
dipping in and out of
the 'TO' and 'FOR'
windows. Increased
awareness of not
using 'why'.”**

**(Clinical radiologist,
UHMBT)**

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I explain and explore all six habits in detail in the book, alongside the evidence base for restorative practice and insights into other restorative practice initiatives in healthcare settings in the UK and overseas.

I hope that individuals and teams will use it to build on what they already do well and, ideally, to help define how teams agree to work together relationally towards shared objectives.

I am looking forward to hearing from readers to see how well these six habits make a difference in your practice and within your team.

To order a copy of my book, please visit:

<https://www.crownhouse.co.uk/restorative-practice-at-work>

My publisher, Crown House Publishing, is supportive of the book as CPD and offers discount for bulk orders of the book.

Please contact Lucy Delbridge with any questions or queries:

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