

Restorative Practice Needs Posters

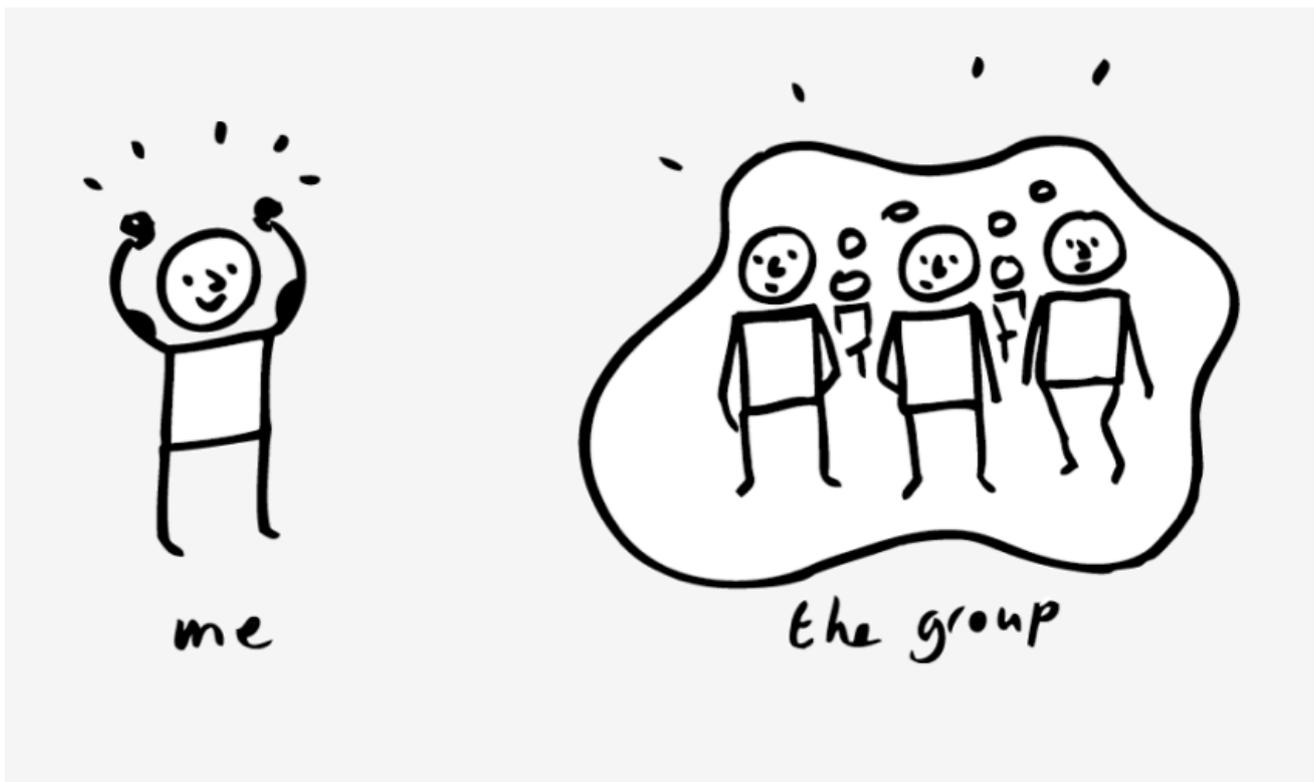
Purpose: By creating a Needs Poster we seek to be explicitly inclusive of everyone's needs within a group, and work out how we can together as a group, help each other perform to their best at that time. It allows us to explicitly make sense of how we need to interact with each other, how we need to be with each other as human beings and how we manage any conflicts respectfully. It looks to find a shared agreement on how to balance each individual's need against the community need of the group.

When do we do one? A needs poster should be done at the beginning of a group session/meeting and then revisited and reviewed at the start of, and within if required, every meeting that follows.

What does it do? It seeks to facilitate the following;

- An opportunity for everyone to be involved, as equals, in establishing what is needed for Team meetings/business/discussions to be completed in a safe, inclusive and respectful way.
- It seeks to explicitly identify what this group's 'effective working environment' needs to look like and feel like. It incorporates and seeks to expand on, and replace, 'ground rules' through a WITH approach.
- If we don't get our needs met our well-being can be at stake and harm can be caused. The needs poster provides a way for the community to be mindful to proactively take responsibility and to make amends when mistakes are made around the guidelines established in the poster.
- The questions are framed to emphasise 'needs' and 'others' and recognises that if people don't get what they need, they are not working at their best.
- It also establishes that we share a personal responsibility to support each other and that we tend to have similar needs and share similar values about how the group can function at its best.
- Once created, it then allows members of the community to share what is working well/where needs are being met, alongside acting as a way to identify when these needs aren't being met.
- Creating explicit times to return & review the needs poster can be helpful in building and maintaining healthy relationships within a group.

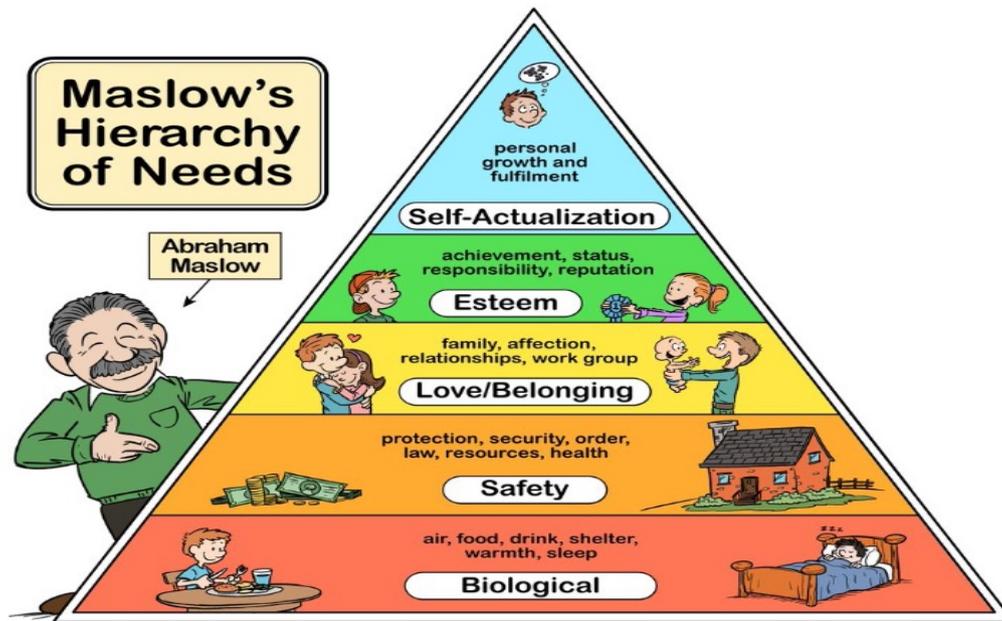
'Humans first. Professionals second'.



Restorative Practice Needs Posters

Creating a needs poster

- Ideally people are sat within a circle.
- The facilitator of the session/community lead will ask the question.
What do we need, from ourselves and each other, to get the best from our session?
- A visual of 'Maslow's Hierarchy of need' can be useful in helping to connect with the 'human' aspect that needs to be met, alongside the professional business/agenda need.



- Best practice suggests that before asking for feedback, time is given for group members to discuss in pairs their thoughts & responses to this question.
- The facilitator begins to ask for feedback.
- It can be useful to explore initial statements
 - We need to listen
 - How will that look for us? (ask for descriptions to identify key actions)
 - Our phones are off/laptops closed
 - We need eye contact
 - We don't interrupt
 - We discuss and manage conflicts respectfully by taking a pause
 - We need to respect each other, make this space safe.
 - How will that look? How will this be expressed?
 - We will recognise there are going to be different views.
 - We will ask for opinions and value them
 - My questions are valued and answered where possible
 - We are kind in and understanding in our challenges
- Use this time to discuss and identify the practical measures that can be taken to support each other to be your best. It can also be helpful to explicitly pull out shared values and themes.

Maintaining/updating a needs poster

- For groups that meet regularly, you review the needs poster created in the initial session.
- Key questions to support this;
 - Which of these actions did we do well/feel was practiced in our last session?
 - Which of these actions do we feel we need to focus on more?
 - Are there any further needs that need to be updated/changed/added in light of how we feel today?