



Restorative Approach to Solving Conflicts Training for Moderators

THE TRADITIONAL APPROACH vs THE RESTORATIVE APPROACH

The Traditional Approach

- 1) Rules are broken
- 2) Moderators focus finding the guilty person(s)
- 3) Punishment is given to the guilty person(s)
- 4) Justice is served to the offender but relationships are not repaired

The New 'Restorative' Approach

- 1) **People** not **rules** are harmed
- 2) Moderators focus on identifying the harm done to each individual
- 3) Both sides are listened to
- 4) Opportunity made for both sides to repair relationship
- 5) If a sanction is still needed, it is applied after attempting to repair the damaged relationship

Examples

Example of The Traditional Approach

- 1) Emily says Ria is dumb and needs to get a life behind her back
- 2) Ria finds out and blocks Emily and then calls her toxic
- 3) Emily tells moderators that Ria is cheating for POTM time
- 4) Moderators warn Emily for calling Ria dumb as it is against the values
- 5) Moderators ban Ria for cheating

No more action is taken

Now look and see how we deal with that a second time with the **restorative approach**...

Example of The Restorative Approach

- 1) Emily says Ria is dumb and needs to get a life behind her back
- 2) Ria finds out and blocks Emily and then calls her toxic
- 3) Emily tells moderators that Ria is cheating for POTM time
- 4) Moderator arranges to talk with Ria & Emily together
- 5) Each side is listened to by moderator via questions:

"What happened?"

(Emily called Ria dumb and accused her of cheating. Ria called Emily toxic.)

"What was the result?"

(Ria blocked Emily and a division started between them)

"When you said Ria has no life @Emily, how do you think she felt?"

(She felt hurt)

"and when you said Emily is toxic @Ria, how do you think she felt?"

(She felt hurt also)

"How could you have handled this differently @Emily?"

(I could have reported it)

"And how could you have handled this differently @Ria?"

(I could have reported it and not retaliated by calling her toxic)

"So next time, how can we avoid this happening again?"

(Just report things right away instead of starting an argument)

"Thank you both for having this conversation. Lets make a fresh start. Its so nice to repair our relationships and treat others with mercy, forgiving one another freely. It makes the game so enjoyable to play."

If the restorative conversation is successful, then there may be no need to apply a sanction (kick, ban, warning) for these players.

However, if someone was murdered in-game, sworn at or had explicit language used against them, a ban may be necessary for the offender(s) after an attempt to repair the relationship is made. This will build **accountability**.

Enforcing Rules



The DSGHQ prides itself on its community values which are based around "treating others the way we wish to be treated" and "forgiving freely, even when we've done nothing wrong."

We also protect against swearing and rude talk. **Does the restorative approach change how I enforce the rules?**

No.

The restorative approach works alongside **sanctions**. Traditionally, we would just kick/ban/warn bullies and rule breakers and leave it there.

But now, we don't want to just enforce sanctions for rule breakers, we also want to repair any damage done to relationships.

Why? So we can help prevent future conflicts. We want to build **empathy** between each person and build a sense of accountability.

We want people to ask themselves the following before they say or do something potentially harmful:

- "How would saying/doing this make this person feel?" (**Empathy**)
- "Would I want this person to say/do this to me?" (**Honesty**)
- "What would be the result of me saying/doing this?" (**Accountability**)

The answer then, is to:

- 1) Attempt to repair relationships.
- 2) Enforce any necessary sanctions.
- 3) If an offender who would normally be punished has co-operated with repairing the relationship, mercy should be shown.



Intentional and Repetitive Bullying

In the worst case scenario, the restorative approach might not repair a relationship.

You might get nowhere with a certain situation. The same thing might keep occurring.

An individual or individuals may mock your attempts to solve a damaged relationship.

They may also be undeterred by repeated **bans** and **warnings**.

This is an **intentional bully**, with no desire to stop damaging relationships.

In this case, removing the **intentional bully** from the game is the only solution.

Applying a **ban on sight** (BOS) directive and an **IP ban** for the **intentional bully** is the best step to take.

However, if an **intentional bully** is willing to engage in restorative conversation, then they may be considered for an unban.



Moderators, doing your job is not easy and we, the administrators, applaud your efforts to promote peace in the community!

Please, remember to be patient with everyone. Some may not be willing to have a restorative conversation. But remember to never give up!

Also, it is so important to resolve conflicts **right away**. Problems left unresolved fester and become harder to repair.

But, it is never impossible to forgive one another freely. So mods, always forgive others yourself so that you can also be forgiven by the administrators and so that you also set a good example for our players.

Promote Peace

All staff, including administrators, please promote peace by talking about the restorative approach to everyone. Let them see you use this approach.

The entire community values are designed to promote peace in the community. Use them as your guide!

An interesting thought to end on

If everyone did this simple thing stated below, how much different do you think the world would be?

"All things, therefore, that you want men to do to you, you also must do to them."

– Matthew 7:12