



BOYS & GIRLS CLUBS

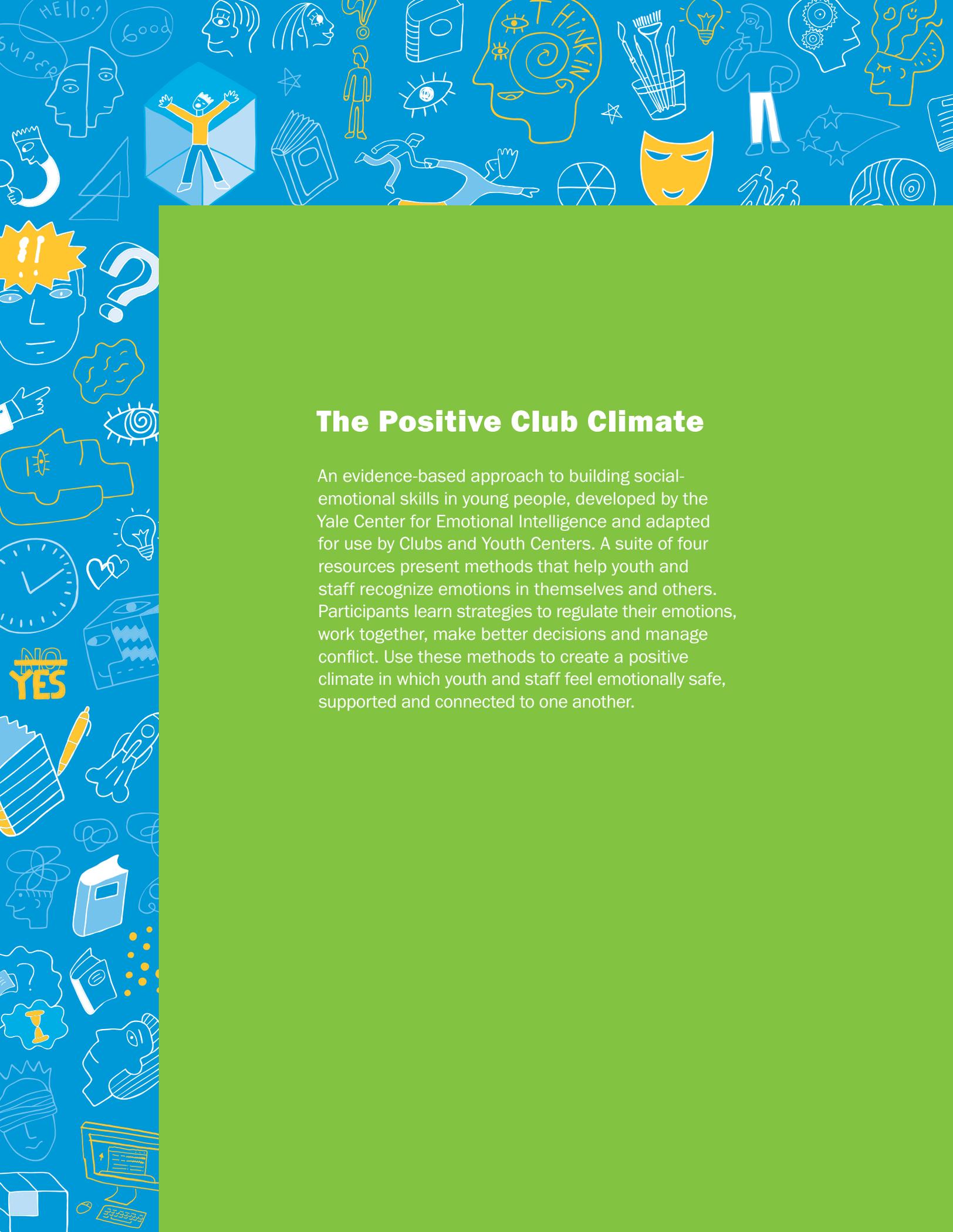
## Resource Guide

A Positive Club Climate guide to restoring connection after conflict. This resource outlines a two-part process to resolve conflicts and repair relationships.

Positive  
Club  
Climate

# Restorative Roadmap





## The Positive Club Climate

An evidence-based approach to building social-emotional skills in young people, developed by the Yale Center for Emotional Intelligence and adapted for use by Clubs and Youth Centers. A suite of four resources present methods that help youth and staff recognize emotions in themselves and others. Participants learn strategies to regulate their emotions, work together, make better decisions and manage conflict. Use these methods to create a positive climate in which youth and staff feel emotionally safe, supported and connected to one another.

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# Introduction

## Introduction

As youth development professionals, an essential part of our work is supporting young people's social-emotional development. The benefits of providing youth with opportunities to learn and practice social-emotional skills include improved academic performance, decreased emotional distress, decreased behavior problems, and increases in positive attitudes about both school and pro-social behavior.

That's why BGCA has partnered with the Yale Center for Emotional Intelligence. The center's RULER method is an evidence-based approach focused on five skills for building emotional intelligence in young people:

- **R**ecognizing emotions in oneself and others
- **U**nderstanding the cause and consequences of emotions
- **L**abeling emotions with a nuanced vocabulary
- **E**xpressing emotions in accordance with cultural norms and social context
- **R**egulating emotions with helpful strategies

### What Is the Positive Club Climate?

Using this approach in the Club or Youth Center can help you create a positive climate in which staff and youth feel connected and supported, respected and valued, inspired and excited, and emotionally safe and comfortable. When youth feel supported, respected and safe, they are more likely to engage in impactful Club activities and positive peer interactions.

Working with the Yale Center for Emotional Intelligence, BGCA adapted four tools for building a positive Club climate:

- **Emotional Check-Ins** are designed to help participants recognize emotions in themselves and others and develop strategies for regulating or managing emotions.
- **Group Agreements** are a shared vision created by participants in order to build an emotionally supportive environment.
- **The Meta-Moment** helps participants handle strong emotions to make better decisions for themselves and their community.
- **The Restorative Roadmap** helps participants manage conflicts and their aftermath.

### Why the Positive Club Climate?

Clubs strive to provide **Five Key Elements for Positive Youth Development**.

When these elements are in place, they enable youth to participate meaningfully in their Club experience and help their boost positive outcomes:

1. A safe, positive environment
2. Fun
3. Supportive relationships
4. Opportunities and expectations
5. Recognition

The Five Key Elements lay the foundation for effective programming. When used, these elements help young people build core physical, cognitive and social-emotional skills.

The Positive Club Climate methods support important aspects of the Five Key Elements. They help youth development professionals and youth work to maintain a sense of emotional safety in the Club; using them creates opportunities for young people to learn and practice important social-emotional skills.

Group Agreements, for example, are based on input from youth, engaging them in the creation of behavioral **expectations** that promote positive peer relationships. **Supportive relationships** of all types – staff-to-staff, staff-to-youth and youth-to-youth – are facilitated through Emotional Check-Ins, Group Agreements, the Meta-Moment and the Restorative Roadmap.

This approach creates ongoing and consistent **opportunities** for participants to share what they are feeling. By using these methods, youth development professionals and youth work to build a culture of understanding, appreciation and support in all interactions.

### Social-Emotional Skill Development

In addition to facilitating youth and adult connections, as well as inclusion, the Positive Club Climate tools were designed to promote the following social-emotional skills:

<b>Self-Awareness</b>	Recognizing one's feelings, needs, thoughts and influence on behavior
<b>Empathy</b>	Ability to understand and share the feelings of others
<b>Perspective Taking</b>	Ability to see things from others' point of view
<b>Identifying Emotions</b>	Recognizing and expressing feelings
<b>Conflict Management</b>	Responding to conflict
<b>Conflict Resolution</b>	Developing solutions to conflict
<b>Communication</b>	Communicating clearly verbally and non-verbally, listening well to others
<b>Impulse Control</b>	Controlling the desire to react immediately

### **Youth Development Professionals' Role in the Positive Club Climate**

Club professionals are critical to developing a positive Club climate. Depending on their role in the Club, staff may:

- Train other staff members to use the Positive Club Climate tools
- Practice using the tools with each other
- Model the use of the tools in front of youth
- Teach young people to use the tools
- Incorporate the tools into daily routines with youth

#### ***Practice Positive Youth Development to Create Inclusive Clubs***

Inclusion is another core component for building a safe, positive environment in your Club or Youth Center. Youth will feel physically and emotionally secure when everyone is focused on making sure ALL youth feel included. By creating inclusive environments at the Club, we improve the overall experience for all young people. When staff use positive youth development practices, they help ensure all youth:

- Feel represented
- Have a sense of belonging
- Can meaningfully participate in programming

Consider strategies that help youth feel affirmed, safe and engaged with Club experiences. For more information on building and sustaining an inclusive environment, download the Program Basics BLUEprint at [BGCA.net/ProgramBasics](https://www.bgca.net/ProgramBasics).

### **How to Use Positive Club Climate Resources**

The Positive Club Climate tools are intended to create a cultural shift in your organization by building emotionally safe, inclusive and supportive environments for both youth and staff. The four guides to these tools are intended to be used sequentially, providing progressive learning and skill-development opportunities for participants.

Club professionals should learn and practice each Positive Club Climate tool as a team before using it with youth. The Emotional Check-Ins and Group Agreements guides include staff training resources. Consider holding learning sessions during weekly staff meetings or at a routine training event. Training content for the Meta-Moment and Restorative Roadmap can be accessed separately. For more information, see [BGCA.net/ClubClimate](https://www.bgca.net/ClubClimate).

Positive Club Climate Resources At-a-Glance		
	What is it?	How to use it:
<b>Emotional Check-Ins</b>	Emotional Check-Ins are designed to help participants learn to recognize emotions in ourselves and others, and to develop strategies for regulating or managing those emotions.	<ol style="list-style-type: none"> <li>1. Use Emotional Check-Ins at staff meetings.</li> <li>2. Use Emotional Check-Ins at the beginning and end of every program.</li> <li>3. Use Emotional Check-Ins at various points throughout the Club day.</li> <li>4. Use Emotional Check-Ins when working with youth who are feeling strong emotions.</li> </ol>
<b>Group Agreements</b>	Group Agreements are a shared vision created by participants in order to build an emotionally supportive environment.	<ol style="list-style-type: none"> <li>1. Create Group Agreements with youth development professionals at a staff meeting; revisit them routinely to update them as needed.</li> <li>2. Create Club-wide Group Agreements to showcase your Club vision.</li> <li>3. Create Group Agreements with youth for specific program areas or when you begin a new program; revisit them daily and change them as needed.</li> </ol>
<b>Meta-Moment</b>	The Meta-Moment helps participants handle strong emotions so they can make better decisions for themselves and their community.	<ol style="list-style-type: none"> <li>1. Youth development professionals can take a Meta-Moment before approaching a tense situation with youth to prepare themselves to react calmly.</li> <li>2. Youth can use the Meta-Moment to guide their interactions with staff and peers when they are feeling big emotions.</li> <li>3. Staff can encourage youth to use the Meta-Moment as a way to positively guide behavior choices.</li> </ol>
<b>Restorative Roadmap</b>	The Restorative Roadmap helps participants manage conflict effectively.	<ol style="list-style-type: none"> <li>1. Youth development professionals can use the Restorative Roadmap for reflection with youth after a conflict occurs.</li> <li>2. Club leaders can use the Restorative Roadmap for reflection with youth development professionals after a conflict occurs.</li> </ol>

## How to Use the Restorative Roadmap

The Restorative Roadmap is a framework for reflecting on and resolving conflict. Conflict is part of everyday life. It can be very unpleasant and leave people feeling sad, frustrated or angry. When young people or adults disagree, they may feel a lot of different emotions all at once. They might behave in ways that make the situation worse. For example, one person may respond to the other person's yelling by using an even louder voice. It's not always possible to avoid conflict. But people can choose ways to handle conflict that make a situation better or worse.

The Restorative Roadmap is a tool that can be used with youth or staff to help resolve conflict and restore relationships. Participants use a set of guiding questions to:

- Reflect on what happened
- Reflect on how they are feeling
- Consider how the other person might be feeling
- Assess how to best regulate their emotions for more positive outcomes in the future
- Plan and use strategies to resolve a past or current conflict

The Restorative Roadmap can be used to reflect on past or current conflict. The process encourages empathy, by asking participants to consider the feelings and experiences of others, and helps improve participants' awareness of their own feelings during a conflict. With increased empathy and self-awareness, participants may be able avoid future conflicts.



The Restorative Roadmap process takes place in two parts, which must be completed in the following order:

- **Part 1: The Self-Reflection Roadmap** helps each participant independently think through their emotions and how they experienced the conflict.
- **Part 2: The Restorative Roadmap Conference** must be facilitated by a youth development professional trained on the process, only after the following prerequisites are met:
  - › The Club has existing Group Agreements to refer to during the conference.
  - › The conflict does not involve bullying, assault or violence.
  - › Both parties must be willing to participate.



## Self-Reflection Roadmap Questions

### Important Note About Safety:

Be an active listener during this process. Pay attention to red flags that could indicate safety issues. Be sure to follow your Club's policy for mandated reporting if a youth discloses anything related to abuse, neglect or threats to their personal safety while sharing.

After each party involved in the conflict has had the opportunity to regulate their emotions, ask them to complete the Self-Reflection Roadmap questions. Each participant should receive a copy of the Self-Reflection Roadmap Worksheet, which they may complete on their own or with the assistance of a facilitator. To ensure the emotional safety of the impacted individuals, provide a quiet space with a safe person – i.e., someone not involved in the conflict – for each participant doing the exercise. This exercise will help facilitators gauge how impacted individuals are feeling, as well as their readiness and willingness to participate in the second part of the process, the Restorative Roadmap Conference. Allow participants to opt out at any time.

### 1. **What happened?**

After a conflict occurs, and both parties have regulated their emotions (using the Meta-Moment), the first step is to reflect on what exactly happened. What are the facts?

### 2. **How did you feel? Why?**

It is important to maintain an emotionally safe environment, emphasizing that there is no wrong way to feel, and that all emotions are valid.

### 3. **How did the other person feel? Why?**

This helps the participant build empathy for the others involved in the conflict.

### 4. **How did you express these feelings?**

Actions are feelings in motion. Our emotions often determine the way we act and respond to situations. For example, if you feel angry, you may act on your anger by clenching your fists, raising your voice and storming away. The Self-Reflection Roadmap helps the participant build awareness of the ways their feelings impact their actions.

### 5. **How did the other person express their feelings?**

This helps build empathy and understanding of the way other people's feelings impact their actions.

### 6. **How did your actions affect others?**

For example, if the participant felt angry because of the conflict, this may have led them to raise their voice, throw things, etc. The people around them may have felt scared, worried and even unsafe. When asking questions, be sure not to place blame or assign consequences. This step is simply for participants to gain awareness of the impact of their actions on others.

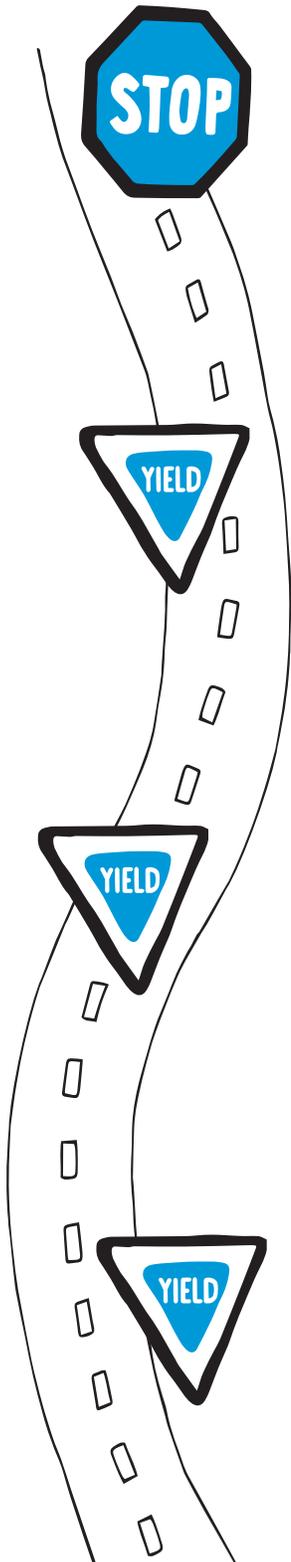
### 7. **How did the other person's actions affect you and others?**

This helps build understanding of how other participants' actions also have an impact on others.

### 8. **How might you respond differently in the future?**

If the participant has completed the Meta-Moment "Best Self" activity, ask them to reflect upon the actions their "best self" might take. It is important that plans for the future are generated by those involved in the conflict, and not the facilitator.

# Self-Reflection Roadmap Worksheet



**1. What happened?**

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**2. How did I feel? Why?**

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**3. How might the other person have felt? Why?**

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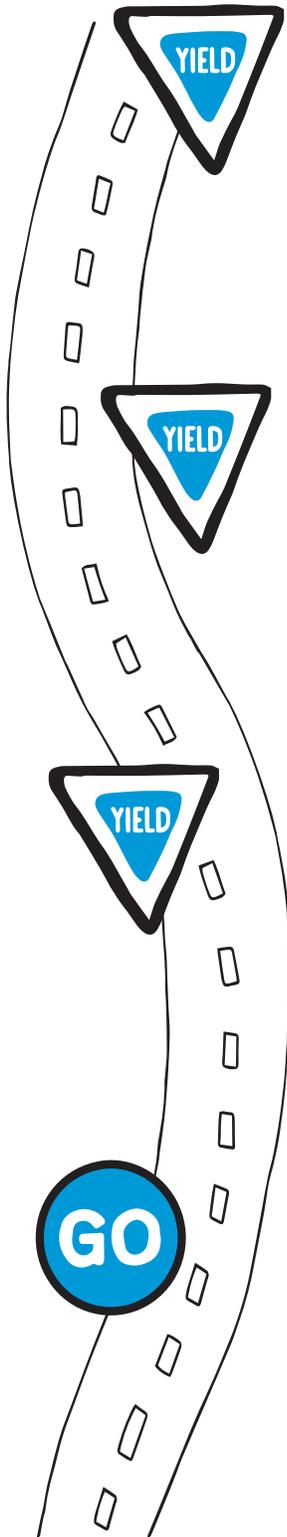
**4. How did I express my feelings?**

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**5. How did the other person express their feelings?**

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**6. How did my actions affect others?**

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**7. How did the other person's actions affect me and others?**

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**8. Next time, how might I respond differently?**

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## Overview

The Restorative Roadmap Conference gives all participants involved in a conflict an equal chance to express their emotions to each other in a safe environment. It also gives them the opportunity to share what they need in order to repair their relationship. The conference does not take the place of a behavioral intervention, and it is not appropriate for all types of conflict. (See Step 2: Analyze the Conflict.) However, it does provide space for both parties to gain self-awareness, empathy and problem-solving skills to apply to future conflicts. Facilitators should lead participants through the Restorative Roadmap Conference following these steps.

### ***Step 1: Complete the Self-Reflection Roadmap***

Provide each participant with a safe, quiet space and a safe person (i.e., someone not involved in the conflict) to assist as they work through the Self-Reflection Roadmap worksheet or questions.

### ***Step 2: Analyze the Conflict***

Determine whether the problem at hand meets all three of the following requirements:

- The Club must have existing Group Agreements to refer to during the Restorative Roadmap Conference.
- The conflict itself cannot be characterized as bullying, assault or violence.
- Both parties must be willing to participate.

### ***Step 3: Choose a Facilitator***

Choose a conference facilitator who is trained in the Restorative Roadmap Conference process and feels comfortable assisting the parties involved. The role of the facilitator is crucial. It is important that the facilitator knows the process well and ensures that all requirements are met. If your Club has a social worker or other counseling staff, it can be helpful to involve them in the conference.

### ***Step 4: Invite Affected Parties***

Invite everyone affected by the conflict to the Restorative Roadmap Conference. In addition to the individuals directly involved in the conflict, you may invite witnesses and individuals affected by the interpersonal dynamics of the conflict.

### ***Step 5: Restorative Roadmap Conference***

The Restorative Roadmap facilitator should hold the conference in a safe and quiet space, free from interruptions. The facilitator should provide space and time to complete the process, providing guidance and support along the way. The goal of the Restorative Roadmap Conference is to resolve the conflict and restore the relationship between the affected parties.

**Step 6: Make Commitments**

After the Restorative Roadmap Conference, each party must make a commitment to take agreed-upon steps to restore the relationship. Use the Restorative Roadmap Agreements handout to guide this process and to give participants a take-away that will remind them of their commitments.

**Step 7: Facilitator Follow-Up**

The Restorative Roadmap facilitator must follow up with each participant to ensure they are upholding their commitments and, if needed, provide additional assistance.

## Facilitating the Conference

### **Important Note About Safety:**

Be an active listener during this process. Pay attention to red flags that could indicate safety issues. Be sure to follow your Club's policy for mandated reporting if a youth discloses anything related to abuse, neglect or threats to their personal safety while sharing.

The Restorative Roadmap Conference should take place in a safe and quiet space, free from interruptions. To ensure an emotionally safe space, the Restorative Roadmap facilitator should instruct the participants to sit in a circle, outline the expectations for the meeting, and review the Group Agreements to be used for the discussion. The facilitator should help the group create and maintain a space in which each participant feels safe to speak honestly and openly. (Try using a “talking piece” – an object that is passed among participants as they take turns speaking. The participant holding the talking piece is allowed to speak without interruption until the piece is passed on.)

The facilitator should guide participants through the Restorative Roadmap Conference questions, giving each participant space and time to speak and express their feelings, while the facilitator listens actively, practices empathy, asks follow-up questions, and redirects and rephrases when necessary. Bring a copy of the printable Restorative Roadmap illustration for reference.

### **Restorative Roadmap Conference Questions**

- 1. What happened?**  
Allow both parties to tell their side of the story.
- 2. How did you feel, and why?**  
It is important to maintain an emotionally safe environment for everyone. Emphasize that there is no wrong way to feel and that all emotions are valid. This step helps participants build self-awareness of their initial feelings, validates their emotional response to the conflict, and helps build empathy and understanding between the parties.
- 3. How did you express these feelings?**  
Actions are feelings in motion. Explain to participants that our emotions often determine the way we act and respond to situations. Nevertheless, we can consciously choose which action to take if we pause and reflect before acting. This part of the process helps participants build self-awareness of the ways their feelings impact their actions and self-management skills that can help them respond differently in the future.
- 4. How do you feel now?**  
Now that participants have had some time to regulate their emotions, reflect on the conflict, and share their feelings with the group, their feelings may have changed.
- 5. What do you need to feel better?**  
Some participants – youth, in particular – may need assistance with this question. Providing ideas can be helpful. Examples might include talking to a loved one, spending time alone, drawing with a friend or receiving an apology.

6. **What can you do to repair this relationship?**

Participants may need assistance with this question. Providing examples can be helpful. Examples might include getting to know each other better, helping each other complete a task, apologizing to each other, giving each other space.

7. **What actions do you commit to taking when you leave here?**

The last question of the Restorative Roadmap asks the participants to plan next steps. How will each person respond now? What actions will each person take to ensure the relationship is restored? When will these actions be completed? Have each participant fill out a Restorative Roadmap Agreement worksheet.

## Agreements Worksheet

### Restorative Roadmap Agreement

I, \_\_\_\_\_, will try to restore this relationship by doing the following:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

I will complete this by: \_\_\_\_\_.

The Restorative Roadmap facilitator will follow up with me to see if I need any help by: \_\_\_\_\_.



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### Restorative Roadmap Agreement

I, \_\_\_\_\_, will try to restore this relationship by doing the following:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

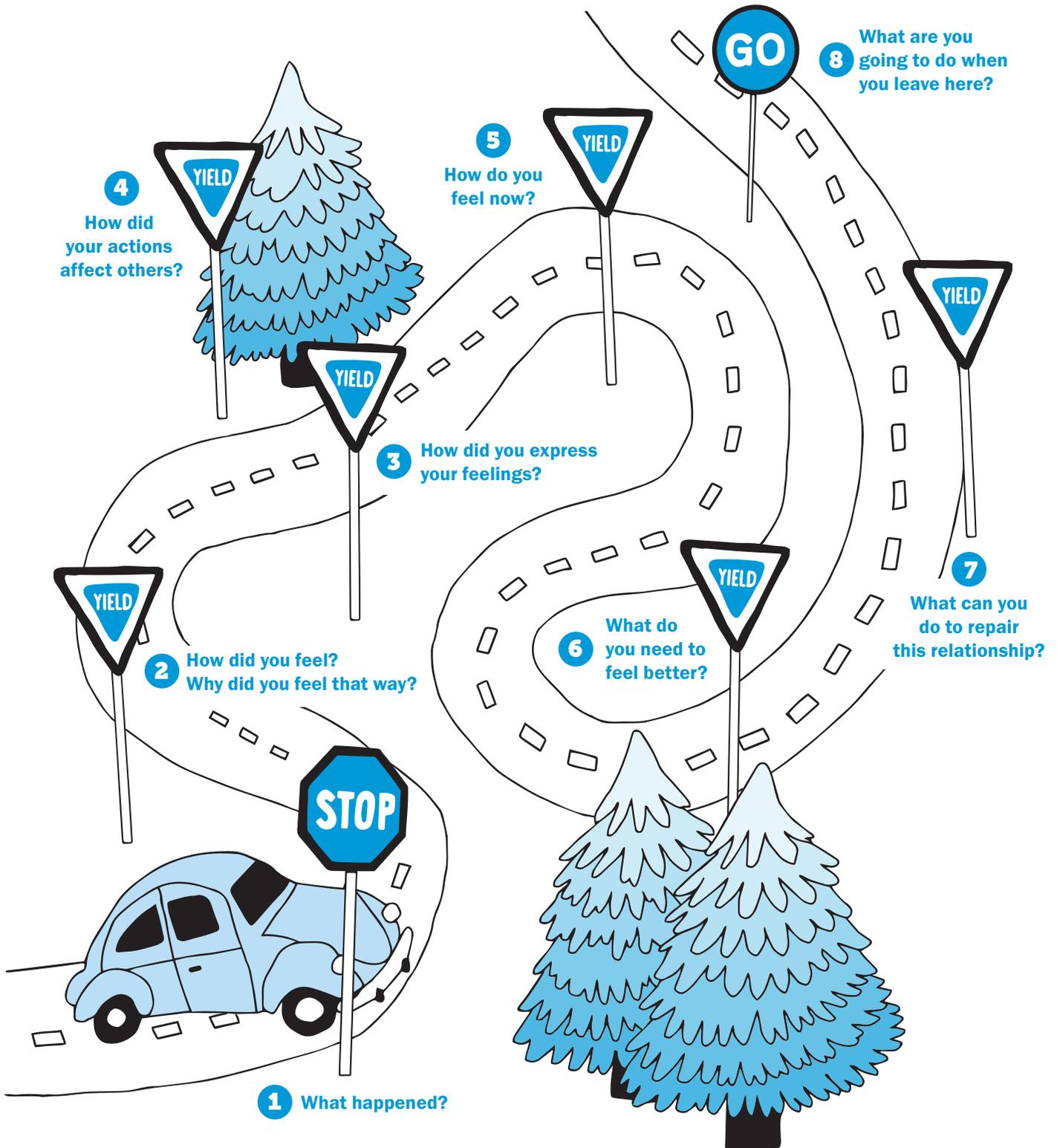
I will complete this by: \_\_\_\_\_.

The Restorative Roadmap facilitator will follow up with me to see if I need any help by: \_\_\_\_\_.

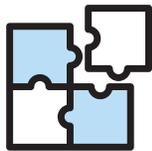




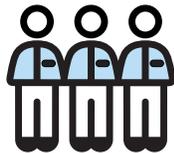
# The Restorative Roadmap



## Restorative Roadmap Tip Sheet



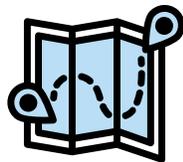
**Integrate** Emotional Check-Ins, Group Agreements and the Meta-Moment into your Club's culture to make the Restorative Roadmap process more effective.



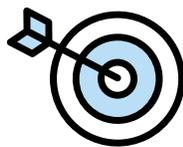
**Facilitate** Restorative Roadmap Conferences with staff under your supervision to demonstrate how the tool can be used with youth.



**Encourage** staff to use the Restorative Roadmap when addressing conflict among themselves.



**Print and display** the Restorative Roadmap illustration in a highly visible location in the Club. Refer to it when a conflict occurs.



**Practice** addressing relatively minor conflicts with the Restorative Roadmap before using it to address more serious conflicts.





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## Yale *Center for Emotional Intelligence*

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