

Case example: Restorative Resolution (West London Trust)

Before the pandemic there had been a process of recruitment in a domestic services team associated with a hospital site. This has led to bitter feelings between a male and female colleague: one who had gone for a promotion but not got it; the other who had been encouraged to go for the same post, but had not applied. Neither wanted to work with the other person, and this was all the more troubling because there had been a history of mutual support in the past.

Things had got to a point where separate 'camps' were evolving in the wider team with each talking about the other(s) in hurtful ways. The two colleagues were referred for restorative resolution by their manager, who was finding it impossible to assign tasks due to the tensions in the team. Both parties were invited to participate and they indicated a preference to do so, whilst a 'formal' process about behaviour in the workplace got underway. The resolution process started with listening to both sides and preparation for a face-to-face meeting which allowed both to speak more directly about how they felt; and to notice their commonalities over their differences.

Eight months later their plans to behave differently had been adhered to and the team moved on to expand with a less fractured culture.