

# DISCIPLINE ROUTINE

Moral Development

PRINCIPLES

Restorative Approach

PUNISHMENT

COOPERATION

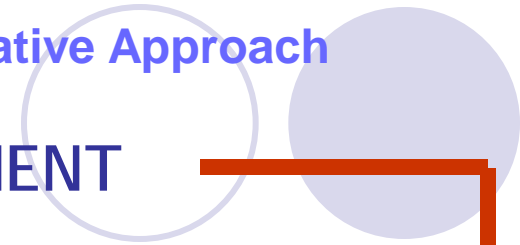
CONSEQUENCES

DEALS

PROBLEM SOLVING

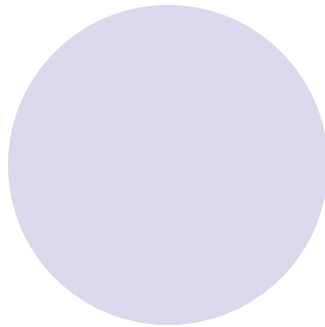
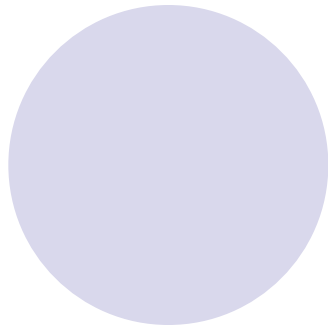
POWER

REPAIRING  
RELATIONSHIPS



BEYOND  
social services

# CONFLICT RESOLUTION ROUTINE





# Guiding Principles

1. Behaviour management is beyond punishment and teaches children accountability, responsibility and truthfulness.
2. There is meaning (epicentre) behind all Behaviours.
3. An appropriate response is one that addresses the epicentre purposefully i.e. healing, nurturing, educating



# Process

## 1. Assessment

- How serious is the incident?
- Who resolves the incident?
- Time Needed for Resolution

## 2. Time Pressure

## 3. Analyse Causes

## 4. Change Perspective

## 5. Gather Information

## 6. Action Brainstorming

## 7. Assessment of Ideas

## 8. Plan of Action

## 9. Evaluation

## 10. Documentation / Reporting

# The Resolution Process – Step 1

## Assessment

STEP	DESCRIPTION	SCALE OF MISBEHAVIOUR OR CONFLICT				REMARKS
		0	1 2 3	4 5 6	7	
1	<b>Assessment</b> How serious is the incident?	<b>“No big deal”</b> No effect beyond incident (easily resolved)	<b>Minor</b> Short term effect (minor emotional and/or minor quick healing wounds)	<b>Serious</b> Long term effect (moderate emotional and/or physical injury).	<b>Extreme</b> Long term effect (major emotional and/or physical injury leaving scars). No immediate solution.	Attending staff’s assessment of the issues to ascertain how serious the incident is.
	Who resolves the incident?	Worker Himself	Together with another colleague	Team	Team and external expert	Who should be involved in the decision making to resolve the issue?
	Time Needed for Resolution	< 10 minutes	> 10 < 30 minutes	< 60 minutes	> 60 minutes	

# The Resolution Process – Step 2

## Time Pressure/Response Time

STEP	DESCRIPTION	SCALE OF MISBEHAVIOUR OR CONFLICT							REMARKS	
		0	1	2	3	4	5	6		7
2	Time Pressure					X			X	It is expected that conflicts or misbehaviour between the scale of 0 and 3 can be dealt with on the spot. Resolution of more serious incidents are likely to have to be dealt with at a later date after proper investigations done.

# The Resolution Process – Step 3

## Analyse Cause/Epicentre

STEP	DESCRIPTION	SCALE OF MISBEHAVIOUR OR CONFLICT							REMARKS	
		0	1	2	3	4	5	6		7
3	Analyse Causes			X			X		X	Find out what could be the causes of the incident.

# The Resolution Process – Step 4

## Change Perspective

STEP	DESCRIPTION	SCALE OF MISBEHAVIOUR OR CONFLICT							REMARKS		
		0	1	2	3	4	5	6		7	
4	Change Perspective	X		X			X			X	Consider other ways of viewing the situation, including possible views of the different people involved in the incident.

# The Resolution Process – Step 5

## Information Gathering

STEP	DESCRIPTION	SCALE OF MISBEHAVIOUR OR CONFLICT							REMARKS	
		0	1	2	3	4	5	6		7
5	Gather Information						X		X	Website, books and other resources available on how to handle the incident or the issues arising.

# The Resolution Process – Step 6

## Action Brainstorming

STEP	DESCRIPTION	SCALE OF MISBEHAVIOUR OR CONFLICT							REMARKS	
		0	1	2	3	4	5	6		7
6	Action Brainstorming			X			X		X	List all ideas, even seemingly silly or crazy ideas. See section C for possible discipline measures.

# The Resolution Process – Step 7

## Assessment of Ideas

STEP	DESCRIPTION	SCALE OF MISBEHAVIOUR OR CONFLICT							REMARKS	
		0	1	2	3	4	5	6		7
7	Assessment of Ideas			X			X		X	Sort out the positive from the negative ideas.

# The Resolution Process – Step 8

## Plan of Action

STEP	DESCRIPTION	SCALE OF MISBEHAVIOUR OR CONFLICT							REMARKS		
		0	1	2	3	4	5	6		7	
8	Plan of Action			X			X			X	Make a plan, using the best ideas, prioritise them and putting them in chronological steps to be carried out. Where possible, the residents involved can participate in coming up with the final plan.

# The Resolution Process – Step 9

## Evaluation

STEP	DESCRIPTION	SCALE OF MISBEHAVIOUR OR CONFLICT							REMARKS	
		0	1	2	3	4	5	6		7
9	Evaluation					X			X	Was the plan effective? Have the issues arising from the incident been resolved satisfactorily? How can such incidents be prevented?

# The Resolution Process – Step 10

## Documentation/Reporting

STEP	DESCRIPTION	SCALE OF MISBEHAVIOUR OR CONFLICT					REMARKS	
		0	1	2	3	4		5
10	Documentation/ reporting		Log book, Discipline Action Registry and Case File, Verbal report to Head of Home		Log book, call Head of Home, record in Discipline Action Registry and Case File, Inform Management Committee		Log book, call Head of Home, record in Discipline Action Registry and Case File, inform Management Committee and report to MCYS	Modes of reporting depend on how serious the incident is.

# REFLECTION ROUTINES

## FULL VALUE CONTRACT for DAILY LIVING

- Safety First
- Look out for each other
- Honest and Open Communication

# REFLECTION ROUTINES

## EXPERIENTIAL LEARNING

- What?
- So What?
- Now What?