



Healing Centered Restorative Engagement for Organizations

Globalization is increasing the quantity and complexity of organizational stress and, by association, is impacting organizational wellbeing. From climate change, to increased incidents of gun violence, to the coronavirus-19 pandemic, public organizations are more likely to respond to and address the world's wicked problems, problems that can not be clearly defined, do not have clear boundaries, and are experienced uniquely across people, organizations and communities.

Organizations are at the center of managing resources and crafting creative solutions, but may: 1) be adversely impacted by toxic stress and trauma from the problem they are addressing; 2) have inadequate resources, capacity, or scope to address the full breadth of the problem; and 3) work within systems that prioritize resources for short-term and reactionary interventions over long-term and iterative processes. In short, public organizations and systems that provide resources for community well-being simply cannot wait for a time when there are more or better resources. Organizations will increasingly need to be globally-responsive, nimble problem solvers, healing-centered, and grounded in values that prioritize sustainable, inclusive, and cross-systems well-being.

Healing Centered Restorative Engagement (HCRE) is a model that shifts organizational practices to center on well-being. It calls for a recognition of problems and strengths, but with a clear call to challenge systems that create inequality and create disconnection from opportunity. It challenges social problems at their very origins and prioritizes preventative action. As such, HCRE prioritizes political and systems approaches, but operates from a social-ecological framework that includes individual/clinical, interpersonal, organizational, community, and political level elements. The power of this method is that it draws on a fundamentally new and alternative set of philosophical stances, different approaches, and catalyzing practices in response to wicked problems and their impact.

About Us

Developed by two former university professors, Dr. Tracy Hall and Dr. Jess Camp, HCRE builds on the latest evidence-based organizational well-being theories and is grounded in such sciences as trauma-informed care, healing centered engagement, restorative practices, and alternative administrative theory and practices. Beyond traditional training techniques, HCRE consultants work with and train teams to: create work culture changes that foster well-being; catalyze creative problem-solving; and improve overall team communication.

We have spent over 2 decades developing practices that shift away from traditional approaches, such as competition as a driving force for innovation, or top-down organizational management practices that don't work well in the public and non-profit systems in which we work. Teams are taught how to work with emotions, conflict, harm, and interpersonal challenges in ways that promote the diversity of ideas, address healthy conflict, and encourage teams to use their strengths and creativity to maximize progress towards personal and organizational goals. Furthermore, they learn how to proactively recognize and respond to work-place stress in ways that promote well-being for work teams.

HCRE Practices

- Are grounded on strengths and values-based relationship construction which are core to organizational life (transparency, integrity, open communication, etc.);
- Lift up inclusive and equitable practices to ensure that the best solutions are created and implemented;
- Prioritize employee and organizational well-being through the use of restorative techniques such as check-ins and check-outs;
- Ensure everyone and every position contributes to the organizational mission and understands their contribution is highly valued no matter what their role;
- Catalyze the creation of a positive and highly engaged work environment/culture;
- Encourage collaborative management of employee performance (moving away from traditional top/down supervision to mentor-coaching approaches); and
- Emphasize work-life balance; employees focus on personal as well as organizational well-being.

HCRE Impact

- Increased creativity and innovation lead to higher productivity and problem-solving;
- Moves from responsive and reactive to proactive;
- Creates greater spaces for innovation and creativity;
- Increases the likelihood of retaining employees and clients who are happier and more connected to opportunity;
- Engages employees in a collaborative manner that inspires increased levels of commitment and engagement (loyalty) to the organization or community; and
- Can be far more nimble in response to disruption.

Outcomes

- A more resilient and robust organizational life;
- Decreased turnover resulting in fewer human resources costs over the long-run;
- Better organization- and community-wide communication;
- Higher rates of well-being, productivity, and connections to opportunity; and
- A more highly engaged and happy organization/community.

