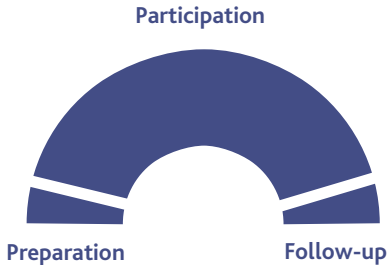


FIGURE 2: THE THREE PHASES OF A RESTORATIVE CONVERSATION



Adapted from Jansen and Matla, 2011b