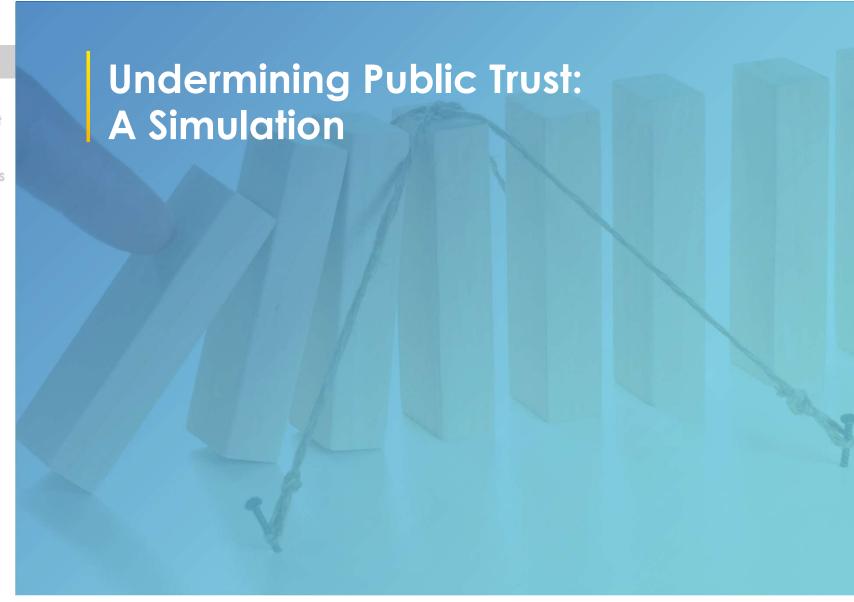


**Building Public Trust** 

Managing Ourselves in Conflict

Surviving the Slings and Arrows





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Simulation

### What Does It Mean to Represent?

- 1. To take the place of, in some respect
- 2. To act in the place of or for, usually by legal right
- 3. To manage the legal and business affairs of
- 4. To bring clearly to mind: present
- 5. To serve as a sign or symbol of

merriam-webster.com/dictionary/represent

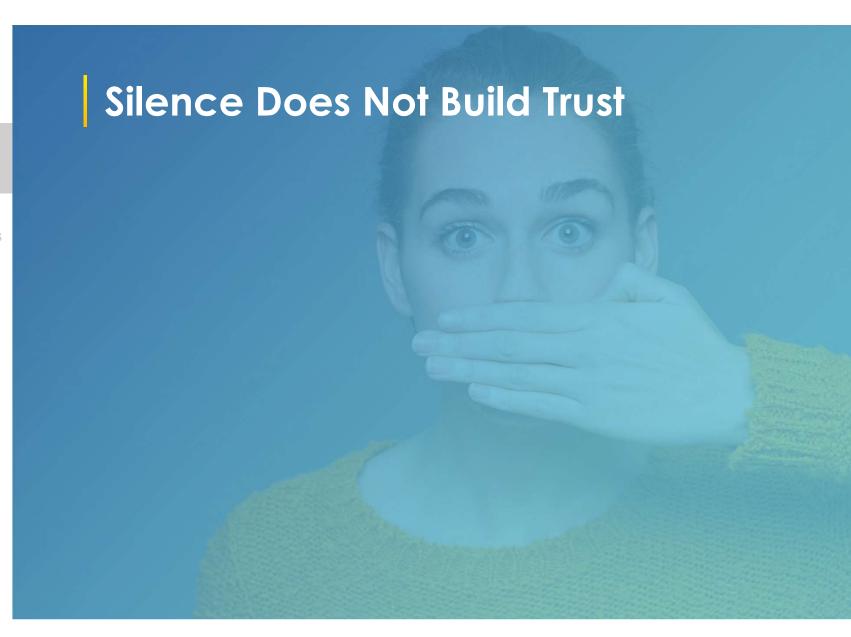


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Simulation

### Conflict

- Disagreements are not undesirable
  - In fact, they're essential
- It is conflict that is destructive and serves no constructive purpose





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Simulation

# The HADOC Method

Hear

Accept

**D**epersonalize

**O**wn

Care





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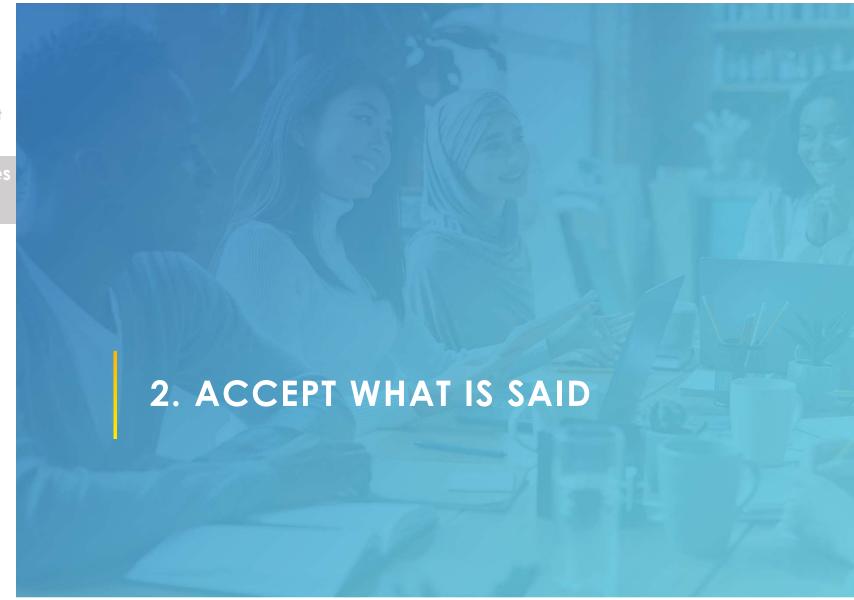




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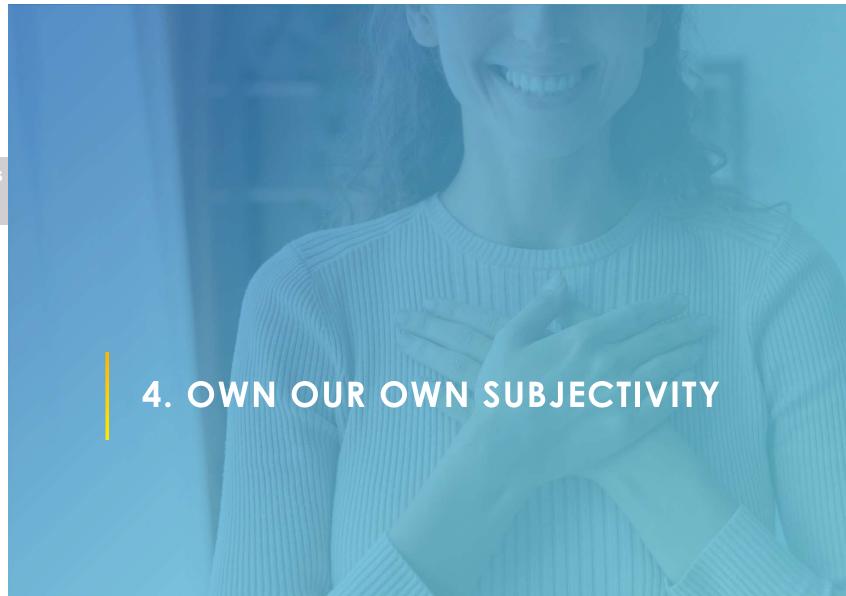




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Simulation

#### 5. CARE

- About the critic
- About the public's perception of the event



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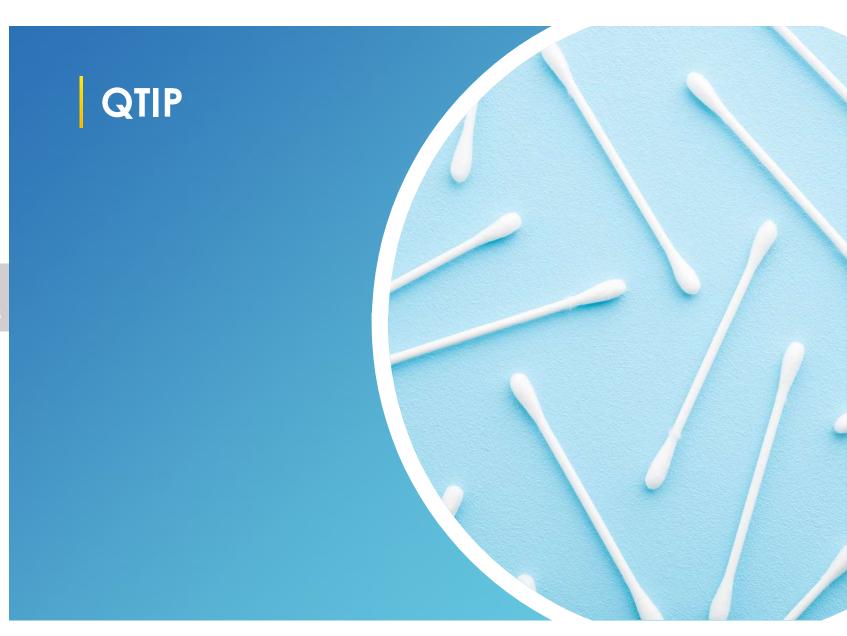


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