



**2021 FLC ANNUAL  
CONFERENCE**

# Council Meetings That Build Trust

Simulation

Building Public Trust

Managing Ourselves  
in Conflict

Surviving the Slings  
and Arrows

Simulation

# Undermining Public Trust: A Simulation



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# What Went Wrong?



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# Building Public Trust



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# 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](https://www.merriam-webster.com/dictionary/represent)

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# Silence Does Not Build Trust



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# Speaking Is Important

- ▶ Practical impact of information, analysis and perspective
- ▶ Symbolic impact of representatives engaging in the process



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# 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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# Managing Ourselves in Conflict: The HADOC Method



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# The HADOC Method

**H**ear

**A**ccept

**D**epersonalize

**O**wn

**C**are



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# 1. HEAR THE CHALLENGE



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## 2. ACCEPT WHAT IS SAID

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### 3. DEPERSONALIZE IN RESPONSE TO THE CHALLENGE

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## 4. OWN OUR OWN SUBJECTIVITY

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## 5. CARE

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

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# Surviving the Slings and Arrows



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QTIP



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# Building Public Trust: A Simulation

