



Building Trust and Bridging Values in Times of Conflict

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The following discussion questions are provided as an additional educational tool to accompany this fireside chat video. Please feel free to select the questions that are most relevant to your committee or group, revise and adapt them as needed etc. As always, we welcome feedback on this or any other NSHEN resource.

1. This presentation offered advice for mediating difficult conversations. Which tip(s) resonated with you the most? Which one(s) do you see as most difficult to incorporate in your practice? Why?
2. A lot of the discussion referred to areas of reflection and preparation prior to the beginning of a meeting. Do you do this reflective work prior to consultations? What areas can you improve on?
3. How much of your ethics work involves considering disagreements of positions versus disagreements of interests? Does this distinction make sense to you? Is it helpful and relevant to the ethics work you do?
4. In relation to the above question, where do differences in values come into play? How do you know when the disagreement presented to you is an ethics issue?
5. The presentation stressed the importance of communication – being aware of how we listen and empathise with others, our body language and tone of voice, the kind of language we use etc. Do you consider these issues in preparation for and during a consultation? How can you improve this skill set?
6. When having conversations about difficult ethics issues, how important are relationships? What relationships must be considered?
7. How do you know if/ when everyone at your meeting understands everyone else?
8. What is the difference between mediating/ facilitating a conversation between disagreeing parties and providing an answer/ resolution to those involved? Why is it sometimes difficult for ethics consultation teams to resist giving an answer?
9. Is reflection and evaluation part of your ethics consultation process? How can that process be improved?
10. What resources are in place within your organization to support the ethics consultation work you are doing?
11. Based on your own experience, what other important tips would you add that weren't discussed in the video?