



TEXAS

Department of Family and Protective Services

The 10th Annual Partners in Prevention Training Conference

October 28-29, 2010

**“Navigating Tools of the Trade:
Strategies for Prevention and Protection”**

**Ethical Decision-Making:
Learning to Listen and Listening to Learn
Presentation by Stephanie Nestlerode**

Decision-making begins with listening, moves into action and ends with consequences. When disasters hit, we stop and review ‘what happened’. In every case, from expeditions on Mt. Everest to the Wall Street melt down or the BP oil spill, we find that people knew the magnitude of the risks being taken, the inadequacies of the strategies and cautioned for better designs before proceeding. In the end, decisions were made based on inaccurate assumptions that didn’t factor the concerns into the equation. We reflect on the disastrous results and wonder how such decisions could have been made. Yet reliance on ‘speed listening’ is common. From an ethical perspective, we have a responsibility to hold ourselves accountable for the impact of our decisions. How can we learn to listen for diverse perspectives to gain a more accurate picture of our current circumstances? How do we listen for future consequences from today’s actions? In this highly interactive session you’ll explore your listening habits and learn new tools for enhancing your listening abilities.

Workshop objectives

- 1. Participants will gain knowledge about the ethics of listening and its link to the decision-making process.**
- 2. Participants will better understand the impact of listening habits.**
- 3. Participants will explore tools to increase their listening skills.**