

ACR-GNY Roundtable Breakfast | August 4, 2022

ZOOM MEETING PUBLIC CHAT TRANSCRIPT

- 01:25:04 Dror Kahn: zoom is actually more intimate. I see everyones face.
- 01:25:34 Niki Borofsky | JAMS, New York: Welcome to everyone! This is the 252nd Roundtable Breakfast.
- 01:26:51 Niki Borofsky | JAMS, New York: We would love to know where you are Zooming in from... Please add your location to your screen name. Click on the three dots in the upper right hand corner of your Zoom box. Select "rename" and add your location.
- 01:28:40 Niki Borofsky | JAMS, New York: Welcome to Tricia Jones, Ph. D. | <https://klein.temple.edu/faculty/tricia-s-jones>
- 01:28:56 Christine NY: Im having technical issues its now saying it cant locate my camera I am here
- 01:29:31 Jennifer Svensson-CRJ Buffalo, NY: Great to see you again, Trish!
- 01:29:42 Michelle Arbid: Trench babies unite!!!
- 01:29:46 David Thaler (FMCS, in NJ): The Godmother of Conflict Coaching!!
- 01:30:29 Niki Borofsky | JAMS, New York: Trench Babies -- "We've lived it, so we can help!"
- 01:31:22 Elizabeth Larsen's iPhone: Wonderful to see you again, Trish!!!
- 01:31:58 Niki Borofsky | JAMS, New York: Conflict Coaching Matters | <http://www.conflictcoachingmatters.com/>
- 01:33:10 Niki Borofsky | JAMS, New York: Please share your conflict coaching wisdom in the chat!
- 01:33:45 Niki Borofsky | JAMS, New York: If you have QUESTOINS, unmute, type into chat, engage 😊
- 01:34:29 Tania Ochoteco: Thank you for sharing the PDF.
- 01:35:10 Niki Borofsky | JAMS, New York: We will circulate a PDF of the presentation on the acrgny.org website when the recording is posted here: <https://acrgny.org/sys/website>

01:35:46 Tania Ochoteco: Great! Thanks Niki

01:38:51 Niki Borofsky | JAMS, New York: Trust and Distrust in America (Pew Research) | <https://www.pewresearch.org/politics/2019/07/22/trust-and-distrust-in-america/>

01:40:30 Niki Borofsky | JAMS, New York: MENTI POLL : Participate in the polls:
www.menti.com
Enter the code: 4975 6619
Or click here: <https://www.menti.com/pz75kuenfz>

01:41:53 Niki Borofsky | JAMS, New York: Feel free to put your comments/answers into the chat if you have troubles with the menti website.

01:42:29 Niki Borofsky | JAMS, New York: You can message me directly if you would like to remain anonymous.

01:43:21 Lucretia "Lukie" Wells: They don't know that there is no trust

01:44:29 Shakira Abdul-Ali - Trenton, NJ: Is it possible to get Menti responses after the program as well?

01:44:55 Niki Borofsky | JAMS, New York: @Shakira - yes, we will share these resources as well.

01:45:23 Michelle Arbid: I think that the practitioner needs to have some degree of trust that the participants are being truthful and forthcoming as well. If not, that creates process challenges... goes both ways (ish)

01:45:35 Cindy Campbell New York: When the mediator trusts the disputants they seem to trust each other

01:45:37 Shakira Abdul-Ali - Trenton, NJ: Yeaay! Thank you! There are jewels here too!

01:45:41 Elizabeth Larsen's iPhone: I see people wanting to participate in the mediation process civilly and suppressing anger/trust issues until they erupt

01:47:21 Shakira Abdul-Ali - Trenton, NJ: Trust is ESSENTIAL to communications in any case.

01:47:37 Roland Miller, Mass.: sorry, have to leave for 9 am appt.

01:47:38 Janice Tudy-Jackson, NYC: Inter-generational distrust within families

01:49:32 Niki Borofsky | JAMS, New York: Participate in the next question:
www.menti.com
Enter the code: 4975 6619
Or click here: <https://www.menti.com/pz75kuenfz>

- 01:51:14 Dennis Michael West Rochester, NY: And there is lack of trust in the process. People may not trust the "process" Its at least three parts, parties trust in the other party, trust in the neutral and trust in the process. Hum, and do they trust themselves?
- 01:51:31 Toni Hawkins, She, her-Huntsville, AL: In these situations, our relationship is new. Trust is built by showing I care (listening, following up, doing what I say), empowering them (giving them some agency in the process) and then us holding each other accountable.
- 01:52:30 Niki Borofsky | JAMS, New York: What else would you have liked to have seen as a statement to react to?
- 01:52:36 Shakira Abdul-Ali - Trenton, NJ: There are varying domains of trust: trust of competence; trust of integrity; trust of authority
- 01:53:10 Miriam Victory Spiegel, Switzerland, CLP Family Specialist: Trust may not always be conscious until distrust is triggered and erupts
- 01:53:17 Niki Borofsky | JAMS, New York: QUESTION: Is there anything that really catches your eye in the set of answers to this question?
- 01:53:35 Paulette Haynes, Canada: Agree Julie Denny!
- 01:53:58 David Thaler (FMCS, in NJ): No. 1 reminds me of what Elie Wiesel said: "The opposite of love is not hate, it's indifference." Perhaps in some cases people need to work through identity and emotions issues that may be masking themselves as negative attributions to an "antagonist" in the form of a "trust issue."
- 01:55:14 Chris's Singh: Is it distrust or, perhaps, a lack of confidence in someone or process
- 01:55:22 Lucretia "Lukie" Wells: As a coach, I don't think we are assessing for trust rather reflect back what might be coming up for us.
- 02:02:19 Gay Rosenblum-Kumar: Having grown up in a safe environment where my experience allowed and incentivized trust, I realize that I don't have a full understanding of someone who had a different and difficult experience and would come to the table with perhaps an automatically distrustful approach that would hamper people coming together and/or require major changes in approach.
- 02:04:04 Niki Borofsky | JAMS, New York: Engage with the third and final question:
www.menti.com
Enter the code: 4975 6619
Or click here: <https://www.menti.com/pz75kuenfz>
- 02:05:21 Janice Tudy-Jackson, NYC: I engage in discussing trust issues in ALL of the matter I facilitate.

02:07:03 Michele Kirschbaum, New York: Educational Disputes - such as Special Education

02:07:08 Julia Pearson, Boston, MA: child welfare mediation

02:07:08 Niki Borofsky | JAMS, New York: Please add to the chat your "other" responses.

02:07:12 Anastasia Sarantos Taskin SEQUOIA POTENTIAL: bioethics e vironment

02:07:13 David Kay: I work in part with Braver Angels and Mediators Beyond Borders International on community and political identity conflicts.

02:07:31 Susan Glatki Western Massachusetts: Child welfare agency and the parents/ caregivers distrust of the child welfare system and the court system

02:08:17 Lucretia "Lukie" Wells: is anyone else seeing a square to the right of the slide?

02:09:01 Hyacinth Charles, Brooklyn: is deception the pink elephant in the room that no one is talking about?

02:09:17 Christine NY: yes a white square

02:10:36 David Thaler (FMCS, in NJ): Citation to Amy Edmunson?

02:11:00 Elliott Adams (he, him): square left over from Menti QR code

02:11:03 Elizabeth Larsen's iPhone: I gather people think they're protecting themselves by being distrustful, but this suggests it might actually be in their self interest TO trust

02:11:19 Leslie Short: When working with corporate clients and discussing company culture Trust = Action. Will leadership do what they say? How will they do what they say? Who is saying they will do what they say? It's all about the action that comes with Trust

02:11:48 Lisa PytlikZillig: Trust needs to be calibrated correctly... Not blind...

02:12:28 Niki Borofsky | JAMS, New York: Apologies to all for the imperfect screen sharing. We will be sharing the slides afterwards when the recording is posted.

02:13:24 Lisa PytlikZillig: @david, Edmondson, Amy C., and Zhike Lei. "Psychological safety: The history, renaissance, and future of an interpersonal construct." Annual review of organizational psychology and organizational behavior 1.1 (2014): 23-43.

02:13:56 David Thaler (FMCS, in NJ): Thank you, Lisa PytlikZillig!!

02:15:39 Jesse Baen (she/her): I have found that trust is often built not through an explicit conversation about trust, but through parsing through past interactions and clarifying impact and intent. Once one negative assumption a party holds about the other is shifted or challenged, trust can grow exponentially.

- 02:16:03 Rita Callahan: In most conversations with people (as an Ombuds), their language is "I don't trust them". I find for movement to rebuild trust requires the question of "Are you willing to rebuild trust?" to be asked and answered. In the workplace, answer usually yes, and then can move into naming what behaviors are needed to rebuild. Acknowledging no/low trust is the point of change.
- 02:16:08 Michelle Arbid: Deep distrust can also create cognitive distortions... practitioners have to find ways to work through/with that.
- 02:17:26 Dennis McCoy, Fairfax, VA: Trust.. I know it when I feel it.
- 02:18:15 David Kay: Intervening in situations where trust/distrust is based on history of interpersonal interaction vs. history of lack of interpersonal interaction (stereotypes/tribalism/etc)?
- 02:22:37 Elizabeth Larsen's iPhone: Jesse, I love your approach
- 02:23:20 Toni Hawkins, She, her-Huntsville, AL: When coaching, one of my primary goals is to help the client BE what they want from others. So if there are communication challenges, we work on how THEY are communicating. If they feel they are being micromanaged, we work on ways they can build trust with their leaders. When the coachee feels good about what they have learned and are presenting, if the issues persists, they usually feel more empowered to make choices about whether they should remain in that environment, or not.
- 02:23:20 Anastasia Sarantos Taskin SEQUOIA POTENTIAL: hi.. is there a way to remove transcript? it covers slides..
- 02:24:14 Anastasia Sarantos Taskin SEQUOIA POTENTIAL: ok.. thanks. I don't see it but will try. thank you!!!!
- 02:24:46 Jesse Baen (she/her): @Michelle Arbid - so true re: cognitive distortions in some cases where distrust is severe - it's a big challenge (in other cases, of course, the distrust is justified and there's no distortion!)
- 02:27:22 Lucretia "Lukie" Wells: That agency goes for yourself as well as the relationship
- 02:27:27 Robin Beckhard, NYC: Hmm... when someone specifically says "trust me," it makes me question whether I should do so, even though I'm a very trusting person.
- 02:27:28 Anastasia Sarantos Taskin SEQUOIA POTENTIAL: thank you.. yes. I see it but couldn't see how to turn it off. let me try your 2nd option. thanks.
- 02:29:41 Sandy, upstate NY: I wonder if it is possible to separate our ability to trust from our expectations.

- 02:31:58 Kira Nurieli: I'm wondering if Trust may be a spectrum. That it's not necessary binary Trust/Distrust but rather a spectrum of feelings toward either side? In most of my coaching, it seems I am successful in helping folks move on a spectrum, rather than flipping a switch, so to speak.
- 02:32:40 Robin Beckhard, NYC: @Kira, that makes sense.
- 02:35:00 David Thaler (FMCS, in NJ): Looked for Daniel Boron(???) citation to book on trust and middle east but couldn't find.
- 02:35:18 Maria Elena Humphrey: The ability to trust is related to childhood experience.
- 02:35:20 Jesse Baen (she/her): @Sandy, I wonder if that kind of spiritual trust can also be secularized
- 02:35:28 Miriam Victory Spiegel, Switzerland, CLP Family Specialist: Dan Bar-On
- 02:36:20 Monae Ollivierre (she, her): Thank you so much for offering this talk. I am learning so much on the topic of trust.
- 02:37:56 Maria Elena Humphrey: If trust is not learned in childhood, it is almost impossible to trust others, as per Erik Erikson (psychosocial development stages).
- 02:37:57 Niki Borofsky | JAMS, New York: Dan Bar-On's research | <https://www.researchgate.net/scientific-contributions/Dan-Bar-On-13129726>
- 02:38:43 Christine NY: I have enjoyed my morning with you all, Unfortunately I have to hop off for a mediation.
- 02:39:05 Niki Borofsky | JAMS, New York: @Christine - Thank you for joining us!
- 02:39:35 Kabrina @MMC: I have a trust exercise in my Bias In Mediation Session - have people list 5 people they trust and then using identity markers, about 10, to demonstrate the people we trust are more like us than different. An example the people we trust share our identity markers (gender, marital status, ethnicity, geographic origin, beliefs, etc...) It's a great exercise.
- 02:41:33 Jesse Baen (she/her): @Kabrina - such an interesting exercise! I'd love to know more about what you teach!
- 02:42:08 Niki Borofsky | JAMS, New York: Communicatively remembering turning points of relationship development by Baxter & Pittman | https://www.researchgate.net/publication/254264778_Communicatively_remembering_turning_points_of_relationship_development
- 02:43:22 Janice Tudy-Jackson, NYC: @ Kabrina, I am also interested in learning more about the exercise you mentioned. JTudyJackson@gmail.com

02:44:09 Amanda Perez Leder: Me too @Kabrina! amandaperezleder@gmail.com

02:45:02 william hirschfeld-nyc: @Kabrina! likewise, hirschny@gmail.com

02:45:30 Kabrina @MMC: I'll share the exercise with Tricia and she can share with the group. It's a great exercise to help people see who they trust. A finding from the exercise. Law Enforcement don't trust people.

02:46:18 Niki Borofsky | JAMS, New York: Reina Trust Building | <https://reinatrustbuilding.com/books/>

02:47:24 Amanda Perez Leder: This one sounds very linked to psychological safety as well.

02:49:22 Niki Borofsky | JAMS, New York: Last bullet point: How does the organization or others in the workplace/group family influence the levels of trust?

02:53:44 Anastasia Sarantos Taskin SEQUOIA POTENTIAL: a bias basis

02:53:52 Amanda Perez Leder: I hear bias.

02:54:53 Niki Borofsky | JAMS, New York: Lewicki et al articles | https://scholar.google.com/scholar?q=Lewicki+et+al+-+Calculus+and+Identification+Based+Trust&hl=en&as_sdt=0&as_vis=1&oi=scholar

02:55:59 Niki Borofsky | JAMS, New York: Professor Roy J. Lewicki | <https://fisher.osu.edu/people/lewicki.1>

02:56:33 Janice Tudy-Jackson, NYC: Identification-based trust sounds very familiar to what we are currently experiencing, in the USA

02:57:01 Anastasia Sarantos Taskin SEQUOIA POTENTIAL: thank you.. I hate to go..to miss more but must. thanks so much!!!

02:57:11 Amanda Perez Leder: I can see that too, @Janice

02:57:12 Niki Borofsky | JAMS, New York: The Gottman Institute | <https://www.gottman.com/blog/trust/>

02:57:15 Eleanor Druckman - Boston, MA: Thank you for a brilliant presentation!

02:57:17 Claudia Frankel Grosman SP Brazil: 🙌

02:57:32 Lucretia "Lukie" Wells: wonderful!

02:57:43 Cheryl Prewitt, Richmond, Virginia: Thank you. This was great!

02:57:53 Robin Beckhard, NYC: Thank you, Tricia, you've given me a lot to think about.

02:58:18 Rachel Teicher, NNSC (NYC): this was informative and thought provoking. thank you so much!

02:58:24 Tammy Patterson, RCJLC, Watertown, NY: Tricia, wonderful to see you again. Thank you for an awesome presentation on an important topic! Take care.

02:58:34 Robin (Watertown) Resolution Center Jefferson County: Thank you Great presentation!!! That's a amazing day !!

02:58:59 Frances Calafiore: Thanks so much! Really helpful discussion.

02:59:05 Moira Osorio: Thank you so much Tricia! That was enlightening, thought provoking and gave me so much valuable info to continue researching...

03:01:44 Robin Beckhard, NYC - Cohabitalk: @kabrina, yes please: robin.mediator@gmail.com

03:03:09 Kabrina @MMC: Great session - thank you for allowing me to participate - learned so much on Trust. Appreciate it - I have to go

03:05:02 Gina Tinker-Williams,Ithaca, NY:Thank you Trish, this is so valuable. I will begin using with my conflict coaching practice your wonderful questions to engage the one I am coaching in exploring trust/distrust.

03:06:47 Amanda Perez Leder: So powerful. Trust/distruct = agency

03:06:58 Marissa Moran: Thank you

03:08:00 Niki Borofsky | JAMS, New York: Thank you to everyone! The recording, slides and chat transcript will be posted to <https://acrgny.org/RTB-Videos> by next week.

03:08:06 Janice Tudy-Jackson, NYC: WOW! The revelations of the youth Tricia is working with is POWERFUL and LIBERATING!