



Reflections on Working Effectively and Ethically in an Environment of High Emotion

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In this session, Hugh Dillon, who worked for 21 years as a NSW magistrate and coroner, will consider some of the problems faced by decision-makers who have to work in environments of high emotion. Much of the time, the courtrooms in which he worked were emotionally charged in different ways. Experience (and mistakes) are great teachers. Hugh will reflect on a number of different scenarios, some of which he handled well, others not so well that may resonate with conference participants. He will invite members of the audience to contribute their thoughts and comments on this difficult subject.