



QUALITY OF DECISION MAKING ..imp

- *VOICE*
- *RESPECT*
- *NEUTRALITY*
- *TIMELY RESPONSE*
- *HELPFULNESS*

Procedural Justice

- 1) Trustworthiness
- 2)Neutrality
- 3)Interpersonal Respect
- 4)Voice/Participation.

TRUSTWORTHINESS

- Sincerity in listening
- Explaining or Justifying the decisions.

NEUTRALITY

No one is unfairly
advantaged.

Interpersonal Respect

“Civility supports the pursuit of Justice”

**Treating others with
politeness dignity and
respect.**

- I can hear everything that you don't say in words...



Finding echos of another person in yourself

Mohsin Hameed





Dennis Lehane



- *Empathy is getting down on your knees..
Looking some one else in the eye
And.....
Realising you could be them and that ...
All that separates you is LUCK.*

Dennis Lehane

Narrative of a mother who son had died
cancer----sy



Suffering from cancer.....!!!!

Ey

