

Gary Friedman Quote

We discovered that the judgments that seem the most destructive—the ones laden with negative emotions and characterizations of the clients—are as valuable as they are inescapable. Our judgments, when we examine them, can point us toward emotional layers of the situation that are essential to helping our clients solve their problems. . . “[W]e often find that with every discomfort, doubt, irritation, and judgment we notice, we’re creating a map of the emotional terrain of the situation, a framework of concerns that any solution will have to take into account to work for the parties.

— Gary Friedman, *INSIDE OUT* (2014) at 46, 98.