

## Conflict Resolution

1. Conflict in the Frame

2. Discovery Party:

BYOV: Values -- What's important to me?

1. What do I want to get out of this?
2. How do I want to be?

BYOC: Curiosity

1. To discover what's important to the other person.
2. To discover **how to get** what's important for both of us.

### Toe-to-toe

### Heart-to-heart

•SEE	- Win-Lose - Value the 'thing' - Opponent, adversary - Save face	- Win-Win - Value the relationship/other person - Partner - Keep self-respect
•FEEL	- Angry, resentful, judgmental - Belligerent	- Calm, willing, open - Cooperative
•DO	- Now when Below the Line - Interrupt - Attack with "you" statements	- Later when Above the Line - Listen to understand (paraphrase) - Talk with "I feel" statements
•GET	- No resolution: problem is buried alive - Mutual loss: L-L - Worse relationship - Impossible 'Next Time'	- True resolution: a better way or 3 <sup>rd</sup> Alternative - Mutual benefit: W-W - Improved relationship - Better 'Next Time'

3. Use the Problem Ball      1) Stand heart-to-heart  
   2) Each person shares what he/she needs  
   3) See if you can discover what would be mutually beneficial

4. Prepare      1) Listen  
                         2) Identify what's important to me  
                         3) Listen  
                         4) Communicate Win-Win  
                         5) Listen  
                         6) Believe there's a better way than mine.  
                         7) Listen