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RESOLVING CONFLICT HEART-TO-HEART

1. Conflict in the Frame

	<u>Toe-to-toe</u>	<u>Heart-to-heart</u>	
•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 rd Alternative - Mutual benefit: W-W - Improved relationship - Better 'Next Time'	
2. Toe-to-toe Strategies:	•Historian •Comparer •Apathetic	•Mimic/Tone •Intellectual •Drill Sergeant	•Grammar Teacher •Lawyer •Button Pusher

What roles do I easily take on when I am involved in conflict?

3. Discovery Time:

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.

4. Link: Emotion --> Action

Negative Emotion: _____ --> Negative Action: _____

--> Positive Action: _____

5. Use the Problem Ball:

- A. Stand heart-to-heart.
- B. Each person shares what he/she needs.
- C. Work together to see if you can discover what would be mutually beneficial.

6. Three Things to Remember:

- A. Win-Lose is a myth.
- B. Next Time
- C. Prepare and Practice
 - (1) Listen
 - (2) Identify what's important to me
 - (3) Communicate Win-Win
 - (4) Believe there's a better way than mine.
 - (5) Listen

What is my plan for preparing for conflict?

7. Instant Replay: Making Things Better After Making Things Worse

Practicing Kaizen: Continual Improvement

What are my take-aways from this session?

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