# RESOLVING CONFLICT HEART-TO-HEART

1. Conflict in the Frame

<table>
<thead>
<tr>
<th>Toe-to-toe</th>
<th>Heart-to-heart</th>
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<tbody>
<tr>
<td><strong>SEE</strong></td>
<td></td>
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<tr>
<td>- Win-Lose</td>
<td>- Win-Win</td>
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<tr>
<td>- Value the ‘thing’</td>
<td>- Value the relationship/other person</td>
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<tr>
<td>- Opponent, adversary</td>
<td>- Partner</td>
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<tr>
<td>- Save face</td>
<td>- Keep self-respect</td>
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<tr>
<td><strong>FEEL</strong></td>
<td></td>
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<tr>
<td>- Angry, resentful, judgmental</td>
<td>- Calm, willing, open</td>
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<tr>
<td>- Belligerent</td>
<td>- Cooperative</td>
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<tr>
<td><strong>DO</strong></td>
<td></td>
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<tr>
<td>- Now when Below the Line</td>
<td>- Later when Above the Line</td>
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<tr>
<td>- Interrupt</td>
<td>- Listen to understand (paraphrase)</td>
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<tr>
<td>- Attack with “you” statements</td>
<td>- Talk with “I feel” statements</td>
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<tr>
<td><strong>GET</strong></td>
<td></td>
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<tr>
<td>- No resolution: problem is buried alive</td>
<td>- True resolution: a better way or 3rd Alternative</td>
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<tr>
<td>- Mutual loss: L-L</td>
<td>- Mutual benefit: W-W</td>
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<tr>
<td>- Worse relationship</td>
<td>- Improved relationship</td>
</tr>
<tr>
<td>- Impossible ‘Next Time’</td>
<td>- Better ‘Next Time’</td>
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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?


   Practicing Kaizen: Continual Improvement

   What are my take-aways from this session?

Top 20 Curriculum:  
Top 20 K-6 Smart Board Curriculum  
Top 20 TLC -- Grades 3-6 Curriculum  
Top 20 Teens -- Grades 7-12 Curriculum

Top 20 Books:  
Top 20 Teens: The Best-kept Thinking, Learning and Communicating Secrets of Successful Teenagers
Top 20 Teachers: The Revolution in American Education
Top 20 Parents: Raising Happy, Responsible and Emotionally Healthy Children
Why Students Disengage in American Schools and What We Can Do about It
Rebalanced Thinking, Rebalanced Living: Developing Your Inner Life through Social-Emotional Learning

To order books or materials go to the Top 20 Store on the Top 20 website: www.top20training.com.