

## KEYS TO RESOLVING CONFLICTS

### with the WIN-WIN WALTZ

- Keep a *calm tone*. Stay friendly, like partners on the same side of the table, not opponents.
- Use lots of *positivity*: "I agree that.."; "I appreciate..." etc
- Use *additive listening skills*: e.g., "Yes, (give specifics that make sense to you in what you heard)....  
...and at the same time....." Avoid "but," which erases what came before.
- Use collaborative *sentence starters and connectors*:

<u>Say</u>	<u>Instead of</u>
o <i>I ...; or, My concern is ...</i>	<i>You... or We ...</i>
o <i>I would like ...</i>	<i>I don't like ...</i>
o <i>I would like to ...</i>	<i>I would like you to ...</i>
o <i>How do you feel about..? What do you ..?</i>	<i>Are you .., Do you ...?</i>
o <i>I would like to.... What do you think/feel?</i>	<i>We should ...</i>
o <i>I feel/felt (one word).... when you...</i>	<i>You shouldn't have...You always...</i>
o <i>And.. or and at the same time</i>	<i>But... or Yes, but ....</i>
o <i>What is</i>	<i>What isn't, i.e., using not or n't</i>

- Keep each comment *short*. One point per comment. No long monologues.
- Keep the dialogue *symmetrical* with equal air time for both/all participants.
- Differentiate between *concerns versus solutions*.
- As soon as solution ideas seem in conflict, switch to *exploring underlying concerns*.
- Put both of your concerns on *one* list. Listen to learn. Digest aloud what made sense. Concerns are for understanding, not criticizing. Any concern of yours is immediately a concern of mine.
- To transition between solutions and concerns, and from concerns to solutions, *summarize*.
- Start finding solutions by first identifying the single most important concern of each party.
- Create a *solution set*, that is, an action plan with multiple parts. Be sure the plan of action includes elements responsive to each and all of the concerns of both of you.
- Last question: "*Are there any little pieces that still feel unfinished?*" Then augment the solution set.