

Win/Win Guidelines for Working Out Conflicts

1. Cool off.
2. Talk it over starting from "I," not "you."
3. Listen and say back what you heard.
4. Take responsibility for your role in the conflict.
5. Come up with a solution that's fair to each of you.
6. Affirm, forgive, thank, or apologize.

Rules for Using the Win/Win Guidelines

1. Treat each other with respect.
No blaming or put-downs.
2. Attack the problem, not the person.
3. No negative body language or facial expressions.
4. Be willing to compromise.
5. Be honest.

