

# Steps to a Win-Win Solution

## **Step 1: Listen to the other person and see the problem from his or her perspective.**

### **Hints**

- Put yourself in the other's shoes—seek to understand.
- Give expression to the needs and the concerns of the other.
- Listen attentively and reflect what the other is saying.
- Empty yourself of your agenda and defenses.

## **Step 2: Identify the needs (key issues and concerns—not positions) of all involved.**

### **Hints**

- Make a list of all the needs—issues and concerns.
- Move away from positions.
- Be concrete. Ask why? or why not?
- Be flexible.

## **Step 3: Determine what results would constitute a fully acceptable solution.**

### **Hints**

- Make a list.
- Focus on "must-haves" versus "nice-to-haves," such as *I must* get to work on time versus *it would be nice* to have the car to get there.

## **Step 4: Identify possible new options to achieve those results.**

### **Hints**

- Brainstorm as many solutions as possible. Do not evaluate any idea, even if it seems unattainable.
- Think outside the box.
- Evaluate the brainstormed ideas based on the criteria arrived at in step 3.
- Consider which of these solutions meet the needs of all parties.