

WIN-WIN, MY NEEDS/YOUR NEEDS

GUIDELINES FOR CREATING WIN-WIN SITUATIONS

- Choose neutral territory for a meeting.
- Don't lie or exaggerate; build trust from the start.
- Use good nonverbal communication: make eye contact, use a nonthreatening posture, and stay focused.
- Try to find common ground.
- Be open-minded about other suggestions.
- Focus on the things that are most important to you and try to determine the things that are most important to the other person.
- Stay in the present; avoid bringing up past arguments.
- Set a time frame that both of you agree on.
- Commit to a solution and don't go back.

MY NEEDS/YOUR NEEDS

What is the problem? _____

What do both sides stand to lose? _____

What does person A want? Why? _____

What does person B want? Why? _____

What does person A need? _____

What does person B need? _____

Other factors for person A?* _____

Other factors for person B?* _____

**Other factors that motivate people may include a need to be in control, a need for money, and a need to feel recognized or loved.*