



### Flight Behavior Intentions

I am wrong and you are right  
To avoid conflict  
To maintain peace  
To let the other people win  
I am not ok and you are



### Understanding Behavior

Context  
Relationship of participants  
Culture  
Past history  
Future



### Flow Behaviors

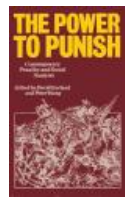
Discussing the issue,  
Listening to others,  
Taking time-out, Explaining own perspectives and needs,  
Compromising



### Flow Behavior Intentions

There must be a way to solve this,  
To sort out the problem, To respect others, To make sure everyone is satisfied with the solution, I am ok and you are ok

### Fight, Flight or Flow



Punish



Avoid Conflict

Deal with the issue



### Win/Win Approach

Discuss  
Listen  
Find out what each other wants/needs



Needs first  
Solutions later

### Compromise

- Fair
- Everyone shares
- Everyone has some needs met



### Disadvantages to Compromising

One party gives more, Not all options explored, Breed resentment, Form of lose/lose



"You're so unapproachable these days, Dore!"

### Principles of Win/Win Approach

Considering needs, Concerned with fairness, Respecting relationships, No one loses, Fulfilling needs, Consulting with others



### Benefits to Win/Win Approach

Productivity,  
Creativity,  
Quality,  
Commitment,  
Focus



### No Compromise

Jobs, Not worked hard enough, Conflicting family functions

### Finale

Job aides  
Resources  
Evaluation



