

WIN WIN PROCESS Handout

Source AVP Youth Manual

WIN WIN PROCESS	
COOL OFF	BREATHE DEEPLY
EACH TELL THE OTHER HOW HE/SHE SEES THE PROBLEM	POINT OF VIEW
EACH SAY HOW HE/SHE FEELS ABOUT IT	FEELINGS STATEMENTS
EACH SAY WHAT SHE/HE HEARD	REFLECTIVE LISTENING

POSSIBLE INTRODUCTION TO THE WIN-WIN PROCESS (AFTER COOLING OFF)

- Look, we don't seem to be getting anywhere.
- Could we try something to see if we understand each other?
- Without name calling or blaming, one of us would say how s/he sees and feels about the situation. Then the other would say what they heard.
- Then we reverse the procedure.
- Do you think we could try this?
- If they agree, ask "Would you like to go first or second?"