



Unit: Conflict Resolution
Skill 40: Mediation And Negotiation
Activity B: Strategies For Win-Win Resolution

Activity Skills:

Reading, writing, critical thinking, group discussion.

Leadership Skills:

Mapping multiple solutions to a conflict. Looking for a win-win solution.

Suggested Level:

Advanced

Time:

45 minutes

Supplies needed:

- Paper
- Pens or pencils to write

Do Ahead:

- Make copies of worksheet

Source:

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Based on:
US Dept of State English Language Peace Education
<http://exchanges.state.gov/Forum/Journal/pea3activities.htm>

The Third Side From the Global Negotiation Project at Harvard University
 Conflict Resolution
 Measuring the Cost of Conflict
http://www.thirdside.org/faq_care.cfm

BACKGROUND:

Win-win solutions can only occur through a process of negotiation or mediation where all parties involved collaborate on creative solutions. Win-Win is not the same as a compromise because everyone's needs are met.

When mediating to achieve a win-win solution the mediator should focus on interests (needs, underlying issues) **not** positions (wants, preferred solution).

According to Max Bazerman (June, 1986) there are five common mistakes while trying to resolve more competitive negotiations. Three of these common mistakes identified by Max Bazerman may prevent win-win solutions:

- (1) Believing the other person must lose for you to win.
- (2) Making extreme demands, investing too much in getting your way, and, thus, becoming reluctant to back down (and, in the end, not getting the promotion or the improved relationship). It should be a warning sign to you when you start to use anger or try to make your opponent look bad or weak.
- (3) If you are thinking mostly in terms of what you could lose, you are likely to hold out for more--and lose everything. For some reason, most people will take a sure small gain over a risky greater gain but not a sure small loss over a possible larger loss. We hate to lose, even by a little. The wise negotiator facing big losses may quickly "cut their losses."

WHAT TO DO:***Introduction Game: Chasing the Dragon***

Divide the entire group into two equal groups and form two lines. One line will be the head and the other will be the tail. Flip a coin to identify the groups. These two lines will connect, forming one single line; the "dragon". The objective of the game is for the head to chase the tail without breaking in the middle. After playing the game, the facilitator asks the groups about their feelings and what they learned playing the game. Why is it impossible for both the head and the tail to reach their goal?

Next, pass out the *Conflict Grid* handout, and have it read aloud. Identify the issues surrounding the conflict, the parties involved, and the relationships among them. The group should focus on one issue, like the laundry always being occupied or the rude comments in the handout scenario. On large paper or writing space create the Mapping Conflict Outline shown below and complete it with the group:

Conflict: (*Identify a single issue*)

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Notes:

Parties: (*Who is involved in the conflict? Additional parties can be added to create complex scenarios.*)

A

- **Needs:**
- **Wants:**
- **Goals:**

B

- **Needs:**
- **Wants:**
- **Goals:**

For clarification, these terms are defined as:

- **Needs:** A necessity.
- **Wants:** The desires to do something or for something to be done.
- **Goals:** Something that somebody wants to achieve.

Create small work group of 3-5 people. Allow 10-15 minutes for the groups to brainstorm as many possible solutions to the conflict and complete the grid.

TALK IT OVER:

Reflect:

- How can a leader make sure that each perspective is acknowledged?
- When is it possible to achieve a win/win solution? When is it not?

Apply:

- How does effective conflict resolution positively affect a group?
- How can you organize two parties to collaborate for a solution?
- What is a leader's role in conflict management?

BEYOND THE BOX:

Optional Homework: See Handouts

Resources and Web Links:

Conflict Resolution: Mediation Tools for Everyday Worklife by Daniel Dana

Ready-To-Use Conflict Resolution Activities for Secondary Students, 2nd Edition by Ruth Perlstein and Gloria Thrall

Mediating Dangerously: The Frontiers of Conflict Resolution
by Ken Cloke