



Feel-Good Friday

Working toward a win-win solution is ideal when in a disagreement with someone with whom you want to maintain a positive relationship. During a disagreement, most people want to win or to get something they are stating they want. **Disagreements may end in a few ways:**

- **Lose-Lose Outcomes:** Nobody gets what they want when the disagreement is over.
- **Win-Lose Outcomes:** One person gains something through the disagreement and the other loses something.
- **Win-Win Outcomes:** Both people involved get something they want through the encounter.

Winning feels good in the moment, but the long-term impact of winning at the expense of another may be hurt feelings that destroy a friendship or business relationship.

To negotiate toward a win-win resolution of a conflict:

1. Try to separate the problem from the person and discuss how to solve the problem together.
2. Listen carefully to the other person's position and consider the needs and wants behind the stated position. Why does the other person want what has been stated as their position? What does the other person value? What is the other person interested in gaining or preserving? What does the person fear losing?
3. Clearly state your own needs or wants and your concerns.
4. Together, aim to brainstorm alternate solutions in which both people have needs met or gain something that is wanted.
5. Speak and behave respectfully so that the process feels positive and can continue long enough to reach a mutually beneficial solution.

You Can Find a Win-Win Solution

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