

Win-Win

Directions Read about resolving disagreements. Then practice thinking of compromise and win-win solutions by analyzing the situations that follow on this and the next page.

What Is a Win-Win Solution?

Sometimes people think the only way to solve a disagreement is to have a winner and loser. With some solutions, there is no loser. Through *compromise*, each person gets part of what is wanted. Even better, a *win-win solution* addresses both people's bottom-line wants. A win-win solution takes active listening and cooperative problem-solving to find out the *why* behind each person's wants. Often those *underlying wants* do not conflict. The problem needs to be *reframed*, or thought about differently, as one to be solved together. Instead of just two solutions, think of many. The result could be a win-win solution not thought of before. Sometimes both people's underlying wants can be met.

Example: The Route to School

Two brothers, Andras and Adam, walked to school together every day. Adam preferred the direct, faster route, the sidewalk beside a busy street with loud, smoky traffic. Andras preferred a longer route that followed quiet streets with houses and lawns. Because their parents wanted them to walk together, every day they argued about which route to take.

They could have *compromised* by alternating routes, or by walking halfway on the busy street and then completing the walk on side streets. Instead they decided to look for a way they

could both be happy. Adam explained that he preferred the direct route because he worried about being late to school. Andras explained that the car exhaust on the busy street bothered him. Together they thought about ways they might stay away from car exhaust and get to school in good time. By *reframing* the problem this way, they reached a *win-win* solution: leave home a few minutes earlier and walk to school by the quieter, cleaner route.

- Jessica and her younger sister, Emily, share a bedroom. Jessica likes to have friends over on the weekend. Emily complains about having Jessica's friends in the room all weekend.

A. A possible *compromise* solution is: _____

(Continued on next page)

Win-Win (Continued)

Activity 24

One day Jessica and Emily talk about the issue. Jessica says that her friends often invite her to their homes; she feels bad if she does not return the favor. Emily says she is envious because Jessica has so many friends and Emily has very few; her one close friend recently moved away.

B. Jessica’s underlying want is: _____

C. Emily’s underlying want is: _____

D. A possible *win-win* solution based on underlying wants is: _____

2. Ted keeps whispering to Stan in science class, asking what the teacher is saying. Stan whispers angrily to stop. Both boys get in trouble for talking in class.

A. A possible *compromise* solution is: _____

After class, Stan tells Ted that the whispering makes him miss what the teacher is saying, which could hurt his grade. Ted says he keeps asking what was said because he can not hear the teacher’s voice sometimes.

B. Ted’s underlying want is: _____

C. Stan’s underlying want is: _____

D. A possible *win-win* solution based on underlying wants is: _____

3. Rhonda wants to eat at a fast-food restaurant. Abby prefers a vegetarian café with fresh produce.

A. A possible *compromise* solution is: _____

Rhonda says she cannot afford the vegetarian café’s prices. Abby says she is trying to eat healthful food.

B. Rhonda’s underlying want is: _____

C. Abby’s underlying want is: _____

D. A possible *win-win* solution based on underlying wants is: _____

Anger Management

Directions Read the tips for anger management below. Then think of two situations that make you angry. Use the tips to form an action plan for managing your anger the next time each situation comes up. Put your plans in the boxes provided.

Tips for Anger Management

Anger is useful when it energizes a person to speak out against an injustice, such as bullying. However, it is not healthy to be angry most of the time, to let anger become rage, or to express anger physically. Use these tips to help manage anger:

- If possible, avoid situations that make you angry.
- Walk away before feelings overwhelm you.
- Take deep breaths to relax your body. If that is not enough, go for a walk or exercise.
- Express anger in healthy ways, such as writing in a private diary.
- Avoid thinking or speaking in extremes, such as “always” or “never.”
- After you calm down, analyze your options. Is there some action you should take?
- Take action about what made you angry if that serves a reasonable purpose.
- Let the situation go and move on with your life.

Situation 1	Situation 2
<p>Description: _____ _____</p>	<p>Description: _____ _____</p>
<p>Action Plan:</p> <p>1. _____ _____</p> <p>2. _____ _____</p> <p>3. _____ _____</p>	<p>Action Plan:</p> <p>1. _____ _____</p> <p>2. _____ _____</p> <p>3. _____ _____</p>

Peer Mediators

Directions Read the information about peer mediators. Then on separate paper answer the questions that follow.

What Is Peer Mediation?

Peer mediators are students with special training that enables them to help other students resolve conflicts. The peer mediator does not decide who is right or try to suggest a solution. Instead, the peer mediator keeps everyone calm, listens to both points of view, and guides the students through a process to reach a solution together. The peer mediator follows these steps:

1. Explains ground rules, such as confidentiality and listening without interrupting.
2. Gets agreement on ground rules and confirms that both people want to participate.
3. Has one student tell his or her story or viewpoint. The other listens without interrupting.
4. Has the other student tell his or her story or viewpoint while the first student listens.
5. Has each student repeat the other person's story to show understanding (not agreement).
6. Summarizes each person's story and emotions to make sure issues are clearly understood.
7. Asks the students whether they can think of any solutions.
8. Builds a list of suggested solutions without evaluating them yet.
9. Narrows the list of solutions to suggestions both students can agree to.
10. Has students choose one solution and agree to follow it.
11. Congratulates both students on having solved the conflict in a positive way.

Analyzing Peer Mediation

1. Why do you think everyone needs to listen without interrupting?
2. Why should each person summarize the other person's story or viewpoint?
3. Why is it important for the peer mediator not to take sides?
4. How might the opportunity to tell one's story without interruption affect an angry person?
5. Why should the solution come from the people who are arguing instead of the peer mediator?
6. How might you apply the principles of peer mediation in your everyday life, even if you are not a trained peer mediator?