

# A FRAMEWORK FOR GOOD INTENTIONS


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- **Attorney**
  - **Mediator**
  - **Facilitator**
  - **Collaborator**
    - Public Involvement
    - Strategic Communication
    - Situational Assessments
    - Conflict Resolution
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## What I'll Cover Today

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- Good Intentions
- Barriers to Good Intentions
- Framework for Good Intentions
- **5** Skills for Fulfilling Good Intentions

## What are your good intentions?

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- Communicate
- Collaborate
- Listen
- Strategize
- Negotiate

## What are you afraid of?

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- Communication
- Uncertainty
- Conflict
- Unknown
- Negative Outcomes



## Common Responses to Difficult Situations and Conflict

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**Avoid:** Do nothing, delay, procrastinate.

**Yield:** Allow the other to have their way.

**Escalate:** Move conflict to the next level up.

**Negotiate:** Communicate and make exchanges seeking to resolve differences.

**Dominate:** Use power or force to achieve desired outcome.

## Framework for Dealing with Difficult Situations

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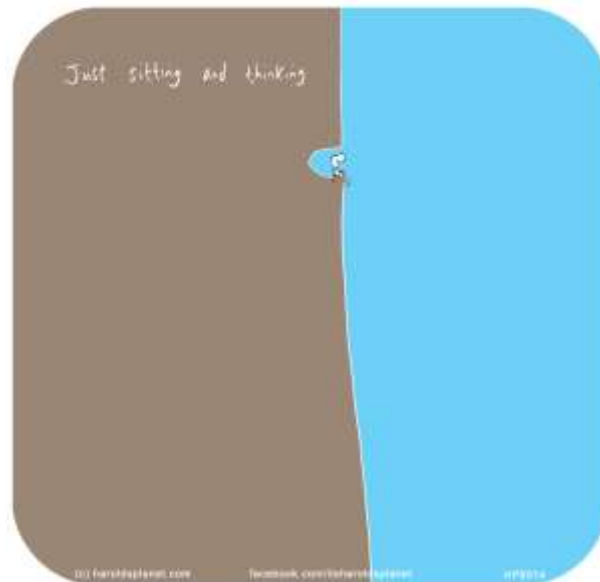
## Take Initiative and Understand

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“Where you stand depends on where you sit.” - Miles’ Law

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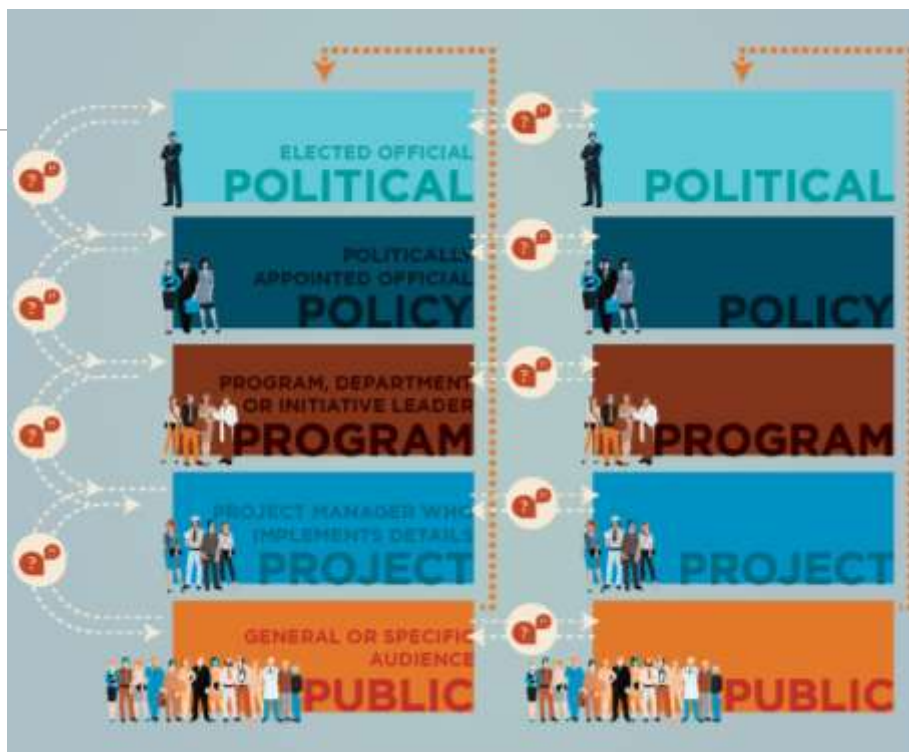


## What are you dealing with? (Hear: Assess & Understand)

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- **Context**
  - Issue
  - Challenge
  - Problem
  - Concern
- **People**
  - Customers
  - Regulators
  - Decision Makers
  - Partners
- **Data**
  - Existing Inventory
  - Condition

## Am I Engaging the Right People?



## Create: Implementation and Action

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How do we deal with what we have to get what we want?

Inputs

Activities

Outcomes



Understand



Level/Actions



Results



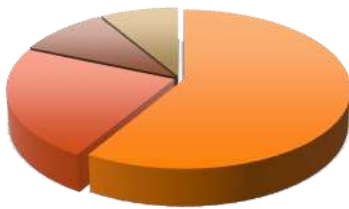
## Activity Impacts Outcome



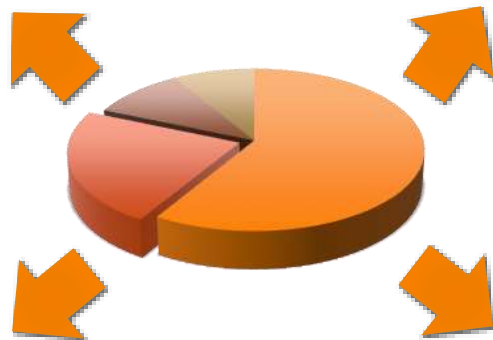
# Am I Engaging with the Right Mindset?

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Fixed Pie



Expandable Pie



## Fixed Pie (Positional)

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- Positions are presented as the solution to the problem.
- People engage as opponents who bargain rather than individuals who discuss.
- Claim value for yourself while defending against the efforts of an opponent to do the same.
- There is a “win-lose” approach to resolving an issue or conflict.





## Expandable Pie (Interest-based)

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- Joint problem-solving
- Creates Value and Opportunity
- Uncover interests
- Generate options
- Search for commonalities
- Win-win potential



## Positions vs. Interests

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- A position is WHAT you want.
- An interest is WHY you want it.



## Positions to Interests

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me → WE



## Framework for Dealing with Difficult Situations (Deliver)

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# 5

## Skills for Fulfilling Good Intentions



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Don't Be Afraid To Engage:  
Be Deliberate. Tacit to Explicit.

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## 2

# Ask Questions

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3

# Active Listening

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## 4

## V.E.C.S.

Validate

Empathize

Clarify

Summarize



## 5

## Separate the people from the problem

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Focus on interests rather than positions.



TRIANGLE OF SATISFACTION

- **PROCEDURAL**
  - Desire for participation.
  - Preferred processes and pace for thinking through issues and making decisions.
- **PSYCHOLOGICAL**
  - How we want to be treated.
  - How we want to feel about ourselves and the other persons.
- **SUBSTANTIVE**
  - Tangible, measurable outcomes or results.

# Final Exam



Questions?

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THANK YOU!

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## Attitude toward conflict?

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Friction is how wheels propel us on the road.



Friction is how things get polished.