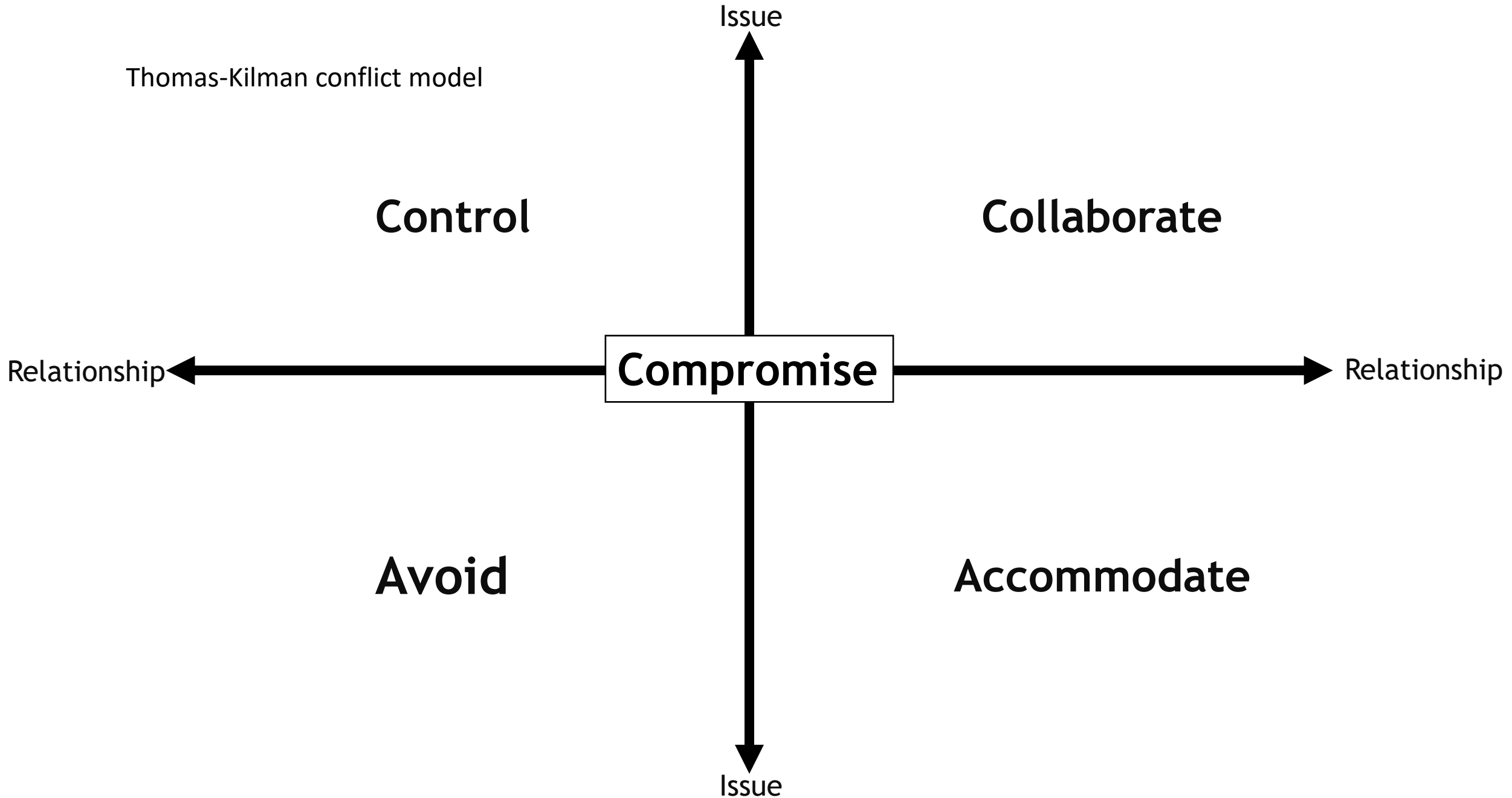


Thomas-Kilman conflict model



# Getting to collaboration: Solve the same problem

- Listen for values and needs, not positions
  - Care about solving their problem as much as yours
  - Understand your own values and needs
- “So it sounds like our question is...”
- how can we [value A] while [value B]?
- How do we balance [need] with [need]?
- How do we meet [need] criteria while [value]?

Everybody should be able to recognize their values/needs in the question and feel that they can be met in the solution.