

# **FAIR FIGHT TACTICS (Refrigerator List)**

**By Peggy L. Ferguson, Ph.D.**

1. FIGHT TO SOLVE A PROBLEM RATHER THAN GAIN A VICTORY.
2. IDENTIFY THE PROBLEM TO BE SOLVED.
3. STICK TO THAT PROBLEM.
  - A. MAKE ENOUGH TIME (MAKE AN APPOINTMENT
  - B. HAVE AN AGENDA
4. TAKE TURNS STATING YOUR CASE, USING "I" STATEMENTS--- I WANT, I NEED, I FEEL, I WILL
5. PRACTICE ACTIVE LISTENING
  - A. "WHAT I HEAR YOU SAYING....."
6. ACCEPT THE OTHER'S FEELINGS (DON'T FIX THEM)
7. AGREE TO DISAGREE (I.E. ON WHAT HAPPENED, WHO SAID WHAT, ETC)
8. AGREE TO COMPROMISE ON A SOLUTION.
9. GENERATE POSSIBLE SOLUTIONS
10. REACH JOINT AGREEMENT ON A SOLUTION.
11. DEVELOP A PLAN OF ACTION FOR SOLUTION
  - A. HAVE A TIMETABLE TO IMPLEMENTING SOLUTION
  - B. HAVE A TIMETABLE FOR EVALUATING SOLUTION
12. ENACT YOUR PLAN
13. GET BACK TOGETHER TO RE-EVALUATE.
  - A. IF IT'S WORKING---DON'T FIX IT
  - B. IF NOT-- START OVER (AT ANY PLACE WHERE IT MAKES THE MOST SENSE).

**ALL OF THIS HANGS TOGETHER WITH THE CONCEPT OF "D E - E S C A L A T I O N"**

- A. TAKE A "TIME OUT" WITH AN AGREED UPON "TIME IN"
- B. ALWAYS HONOR A TIME OUT REQUEST

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