

FAIR FIGHT TACTICS

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 ITS WORKING---DON'T FIX IT
 - B. IF NOT-- START OVER (AT ANY PLACE THAT IT MAKES
THE MOST SENSE TO START OVER AT)

ALL OF THIS HANGS TOGETHER WITH THE CONCEPT OF

*******DE - ESCALATION*******

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

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Copyright, 2011, Peggy L. Ferguson, Ph.D., <http://www.peggyferguson.com> This is a basic problem solving model. It has been modified, updated, and repurposed over the decades. This version has evolved from my use of it with my patients over 20+ years in practice. I encourage you to put it on your refrigerator as a reminder.