



Working Together

The process outlined in this book is widely used in the field of conflict resolution and assisted negotiation. It can take a bit of getting used to but persevere.

Working together is ultimately the best way forward for everyone but it can be very hard to manage when Anger is present. This is why it is important to have a process with listening and understanding as the first stage. Time spent on this makes the rest a lot more sustainable.

One good tip is the 70% rule. If both or all parties are about 70% happy with the planned agreement then it is probably workable.

STOP

THINK

ASK

LISTEN

TALK

AGREE

For more information on Anger visit us at

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