

## ***WIN-WIN COMMUNICATION SKILLS***

- Step 1: Identify your problem and/or needs.**
- Step 2: Make a date to discuss your needs. Pick a time and place free of distractions.**
- Step 3: Describe your problem and needs. Avoid blaming the other.**
- Step 4: Consider the other's point of view. Ask! Allow the other time to think about your request.**
- Step 5: Negotiate a solution**
- Step 6: Follow Up the solution. Decide on a time with the other to review the situation.**