



# THE MAGIC OF COOPERATION










## MAGIC STEPS:

1. **RESPECT** the person even if you don't agree. STOP.... Don't escalate the situation. Try and stay calm and solving the problem will be easier
2. **ATTACK THE PROBLEM not the person.** SAY... what the conflict is about. What is causing the disagreement? What does each of you want or not want?
3. **WORK FOR A WIN/WIN SOLUTION** THINK of positive options. How could you meet each other's needs and be fair?

If you still can't agree, ask someone else (an arbitrator) to help resolve the conflict.

## MAGIC RULES:

-  Agree to resolve the conflict.
-  No name calling.
-  Take turns talking. Don't interrupt.
-  Be clear and truthful about what is wrong & what you really need.
-  LISTEN...Be sure you understand how he or she sees the problem.
-  Use your brains, not your hands.
-  Be willing to compromise (if that's appropriate).