

Problem Solving and Negotiation Skills



Strengthening Families
Program by Dr. Karol Kumpfer



FAMILY GOALS:

1. Discuss and post the “Steps of Problem Solving” handout and use during family meetings or when problems occur.
2. Discuss and use the “Win-Win Negotiation” handout as a family using pretend situations. Use these skills with family members.
3. As a family, identify “trouble” that kids might be asked to participate in; use the “P-OK-E & C” handouts to help kids say “no” to trouble.
4. Help kids memorize the 5 Cs and practice using pretend situations.

FAMILY FUN:

Plan a fun family outing during a weekly family meeting using problem solving and negotiation skills.

POWER PHRASE:

“Most difficult issues can be resolved using the 7 Steps of Problem Solving and Win-Win Negotiation, while ‘Pre-Problem-Solving’ helps keep kids out of trouble.”

- Use problem-solving and negotiation skills to reduce family conflict
- “Win-Win Negotiations” work best
- Pre-problem-solving skills can help kids say “no” to trouble and still keep their friends

Problem Solving Worksheet

Seven easy steps to solve problems effectively



Use this worksheet to “work” through specific problems and challenges.

PROBLEM SOLVING	<i>Date:</i>
1) a. What is the problem?	
b. What are the different views? Use respectful “I-Messages” and “LUV-Listening.”	
Dad:	
Mom:	
Kids:	
Other:	
c. What current practices may be contributing to the problem?	
2) How would you like things to be?	
3) Brainstorm possible solutions. Be respectful of others ideas before commenting. Think win-win. Write down all ideas.	
4) Evaluate 3 best solutions. What would happen if? What would it take? Which are win-win solutions?	
5) Decide on the best solution: Consider costs, consequences, and interests of all family members.	
6) Make an action plan and do it: Decide who will do what, when.	
a) Steps to accomplish:	
b) People needed:	
c) Resources needed:	
d) Date to start:	Date to finish:
7) Evaluate outcome. Did it work? What needs to be improved? If not, try another solution.	
a) What worked?	
b) What didn't?	
c) New ideas to try if needed:	
d) How to keep it going:	

Win-Win Negotiation* Worksheet

Finding solutions that make both people happy



“Win-Win Negotiation” is the skill of finding solutions that satisfy both parties. To do that, you need a creative mind and a desire to be fair, respectful, and generous. To develop that mind-set, read, agree to, and initial the 5 core values of “Win-Win Negotiation.” Then begin filling out the worksheet.

THE 5 CORE VALUES OF WIN-WIN NEGOTIATION:

- _____ 1. *We agree to find solutions that will benefit both of us* and that we both feel good about.
- _____ 2. *We agree that we will negotiate using* the family values we have committed to live by, like generosity and unselfishness.
- _____ 3. *We agree to use respectful “I-Messages” when stating our position*—what we want and why it is important to us. Understanding the “why” allows us to seek other possible solutions that neither of us thought of.
- _____ 4. *We agree that we will “LUV-Listen.”* (Listen by trying to put our self in the other’s place, show Understanding by repeating back main ideas, and Validate the other’s points of view even if we disagree.)
- _____ 5. *We agree to brainstorm other possible solution*—other than the things we said we wanted—but that would satisfy us both. We will choose one option we agree on; write down the details, then sign and abide by it.

WORKING FOR A WIN - WIN		<i>Date:</i>
PERSON A	Position: What you want	
	Reason: Why you want it	
PERSON B	Position: What you want	
	Reason: Why you want it	
Brainstorm possible solutions. Be respectful of other’s ideas. Think win-win. Write down all ideas.		
Negotiation Agreement: What is expected, who will do what when, and what is needed to do it.		
Agreed upon by: Negotiator A	name	signature
Agreed upon by: Negotiator B	name	signature

*Based on the Roger Fisher and William Ury Harvard Negotiation Project

Pre-Problem Solving Steps

Review these “P-OK-E & C” concepts with your kids



One of the best things kids (or adults) can do for themselves is to avoid problems before they begin by training their brains to think ahead so they can recognize when anti-social opportunities present themselves and avoid them. “Pre-Problem Solving” skills give kids and adults “smart power” so they can recognize the negative consequences that could result from bad choices and say “no.” You can develop these pre-problem solving skills by using the “P-OK-E & C” steps below.

BELIEVE

CONCEPTS BEHIND SMART POWER:

- > You have personal power to make choices.
- > There are two types of choices: pro-social or anti-social. Pro-social behaviors strengthen society. Anti-social behaviors weaken it.
- > Every choice has consequences—something good or bad will happen as a result.
- > Your choices are based on what you *think* will happen. (But your first thought may be wrong, so you need to think twice.)
- > You are responsible for any harm you cause others or society, and you must pay for, or make amends, to correct it.

THINK

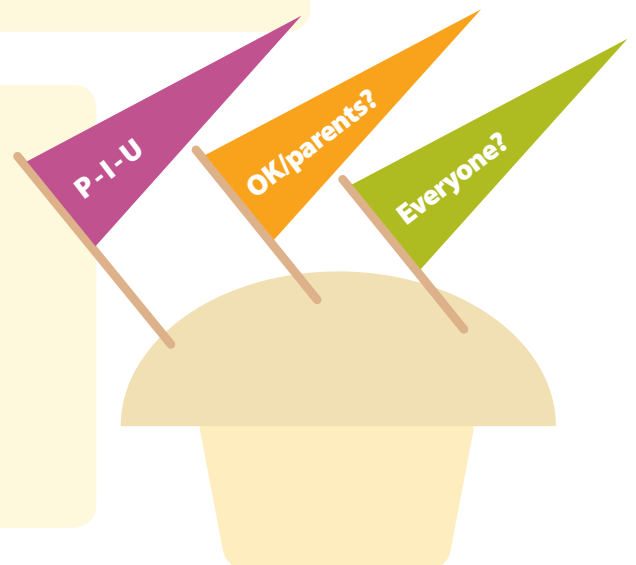
5 STEPS OF PRE-PROBLEM SOLVING:

- 1) **Think ahead of possible problem-causing situations** you might be asked to participate in.
- 2) **Test it**—Give each situation a four-question “P-OK-E & C” test (see below).
- 3) **Consider the negative consequences** if you did it. Ask your parents’ or teachers’ advice.
- 4) **Practice saying “No”**—using the “5 Cs” and do something good instead.
- 5) **Congratulate yourself** for using smart power.

TEST

USE THE FOUR-QUESTION P-OK-E & C TEST:

- 1) **P** = P-I-U test: Is any **P**art **I**llegal, **I**mmoral, **U**nkind, **U**nsafe, or **U**nethical?
That’s p-i-u for short—the “pee-yew” test to identify stinky anti-social behavior.
- 2) **OK** = Is it **OK**ay with my parents, the public, and the police if I do it?
- 3) **E** = If **Everyone** did it to me, would I honestly like it?
- 4) **C** = **Consequences**: What could happen if I did this?



Pre-Problem Solving Worksheet

Identify and prevent stinky anti-social behavior using "P-OK-E & C"



P = P-I-I-U-U test: Is any **P**art **I**llegal, **I**mmoral, **U**nkind or **U**nethical?

OK = Is it **OK**ay with my parents, the public, and the police?

E = If **Everyone** did it to me, would I like it?

C = **Consequences**: What would happen if I did this?

Questionable Behavior <i>Briefly describe</i>	P-OK-E it? <i>In what ways does it fail?</i>	Consequences <i>What will happen?</i>	Call it like it is:	
			Anti-social	Pro-social
1. Drink alcohol	Illegal, unethical, not okay with my parents	Could get arrested; parents will not trust me; damages my brain	X	
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				

The 5 Cs to Stay Smart and Safe

A smart way to say "no" and still keep your friends



When pressured by friends to do something you don't want to do, or you know is harmful, it can be hard to say "no." Practice using the 5 Cs to help you to say "no" in a nice but firm way, and still keep your friends. You'll be glad you did.



1- Caution
Ask questions

2- Cool it

Name the negative behavior and say "no"

3- Change the plan
Suggest a better idea

4- Catch you later
Leave if necessary

5- Call me
Call me if you change your mind

Pro-Social Skills for a Successful Life

How to solve problems, negotiate, and keep friends



HOW TO SOLVE PROBLEMS

At a family meeting, write down the following:

1. a) What is the problem? b) What are the different views?
c) What contributes to the problem?
2. How would we like things to be?
3. Brainstorm possible solutions. Write down all ideas.
4. Evaluate the three best solutions.
5. Decide on the best solution. Consider the costs, consequences, and the interests of all family members.
6. Make an action plan and do it. Decide on who will do what, when, resources needed, and the date to start.
7. Evaluate the outcome. Did your plan work? If not, try another solution.

HOW TO PRE-PROBLEM SOLVE

1. Think ahead of possible problem-causing situations you might be asked to participate in.
2. Test it out in your mind—Give each situation the pro-social “P-OK-E & C” test:
P = Is any PART illegal, immoral, unkind, unsafe, or unethical?
OK = Is it OK with my parents, the public, and the police if I do it?
E = If EVERYONE did it to me, would I like it?
3. Think about negative CONSEQUENCES that could happen if you did it. Discuss it with your parents.
4. Practice saying “No” using the 5 Cs and find something good and fun to do instead.
5. Congratulate yourself for using smart power.

THE 5 CORE AGREEMENTS OF WIN-WIN NEGOTIATION

1. We agree to find solutions that will benefit both of us and that we both feel good about.
2. We agree that we will negotiate using family values we have committed to live by.
3. We agree to use respectful “I-Messages” when stating what we want and explaining why it is important to us.
4. We agree to “LUV-Listen” to each other: listen without interrupting, repeat back main ideas, and validate the other person’s points of view even if we disagree.
5. We agree to brainstorm other solutions (than what we wanted) that would satisfy us both. We will choose an option we agree on. We will write down the details, sign it, and agree to abide by it.