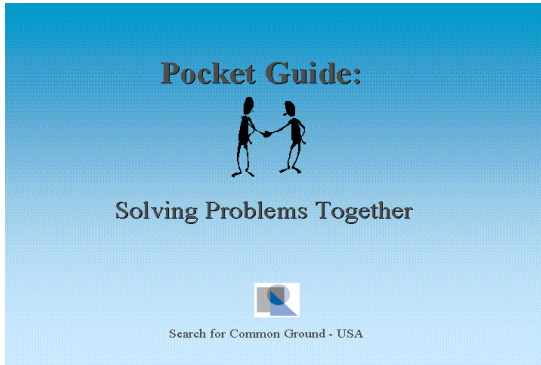


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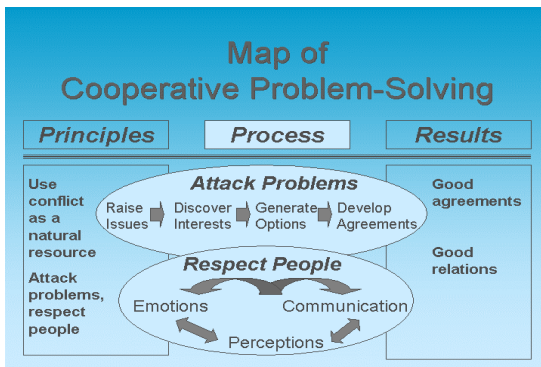
Pocket Guide: Cooperative Problem Solving

Developed by: Search for Common Ground



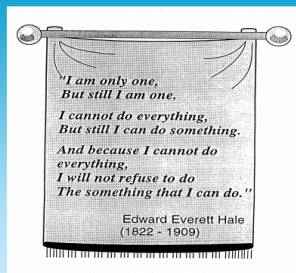
Directions:

1. Print this page and the next page back to back
2. Cut out entire strip
3. Fold



Questions for Exploring Interests

- What do you want to have happen?
- What do you hope to accomplish?
- What concerns you have?
- What problems are we trying to solve?
- Are there other problems?
- What will it take for us to work together?
- What would need to happen for you to feel satisfied?



Rules for Active Listening

- Listen with respect-give'em time to talk
- Don't challenge or interrupt
- Check for understanding
- Don't problem solve

Handling Anger

Handling Your Anger:

- Name it: "I feel angry (or hurt, or scared, or frustrated...) about..."
- Find Safe place to vent, find physical outlets
- Avoid personal attacks
- Keep current
- Take a break
- Keep talking

Handling Anger

Handling Other's Anger:

- Acknowledge it
- Know your own "hot buttons"
- Find time and place to talk
- Balance rational with emotional
- Consider the source
- Set boundaries