

## Six Stages of Creating Supportive Agreements



### **I I understand You on 5 levels**

- A. You communicate to me. I listen.
- B. I periodically repeat back to you what you just said, with no opinions or judgements, just to be sure I am clear.
- C. You confirm that I understand you, or you clarify.

### **II I acknowledge common points with you**

- A. I acknowledge and affirm any points you said with which I agree, even if only to say, "Seeing it from your perspective, I can understand why you feel that way."

### **III You understand Me on 5 levels**

- A. I communicate my point of view to you. You just listen.
- B. You repeat back to me what you understood I said, with no opinions or judgements.
- C. I confirm that you understand me, or I clarify.
- D. If you express your opinions, I return to I-A. (I listen).  
-then I remind you that you are not finished expressing yourself.

### **IV You acknowledge common points with me**

- A. You acknowledge and affirm any points I said with which you agree, even if only to say, "Seeing it from your perspective, I can understand why you feel that way."

### **V We clarify differences on 5 levels**

- A. Restate common truths.
- B. Clarify points of difference.
- C. Have each person state these points, and check for confirmation with the other person.

### **VI We create supportive agreements - we both want to keep!**

- A. Build negotiations on common truths.
- B. Commit to agreements that are supportive of both parties.  
-follow Win-Win Agreement Format
- C. Brainstorm possibilities before making decisions.
- D. Express appreciation for one another.



## THE STAGES OF NEGOTIATION

**Person:** \_\_\_\_\_

**Topic:** \_\_\_\_\_

### **I I understand you using 5 levels**

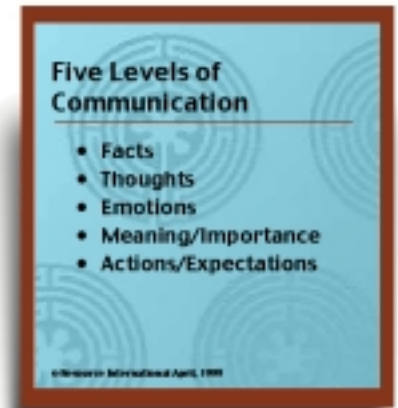
What is it that they want me to know? What do I know or remember about what they have been trying to communicate to me? (Do not write here whether you agree or disagree with them, only what they want you to know. Be thorough.

Remember to ask the 3 questions while listen for the 5 levels:

- 1) What is it you want me to know?
- 2) Is there anything else?
- 3) Is that all?

Listen with . . .

What \_\_\_\_\_ wants me to know:



### **II I acknowledge common points with you**

From what you have just written above, what do you sincerely and honestly agree with? What things does the other person think that you also consider to be valid and important? Furthermore, if you consider the situation from their perspective, what else might you see that would help you understand their point of view?

I agree that:



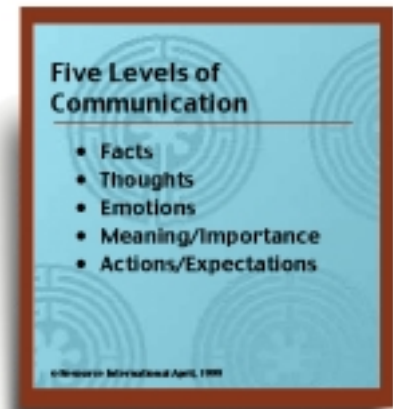
## THE STAGES OF NEGOTIATION (CONT)

### III You understand Me using 5 levels

What do you want them to know? Considering what you understand from what they have said, and the things that you have in common, how can you say what you want them to know by building on what they have already said? Asking them tactfully to help you be sure you are being clear is very appropriate. Saying something like,, "You know, sometimes what I say and what I mean aren't quite the same. It would help me to know what you've understood me to say."

What I want \_\_\_\_\_ to know:

Speak with . . .



### IV You acknowledge common points with me

Always appropriate to ask, "Now that you've heard and understood my concerns, I'm wonder where you see you agree with me on some things. I think identifying where we agree would be helpful to us before we move on to clarifying any remaining differences which might still exist.."

\_\_\_\_\_ agrees that:



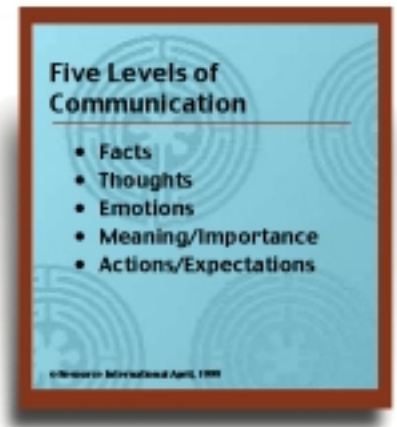
## THE STAGES OF NEGOTIATION (CONT)

### V We clarify any differences that still exist

Review the points that you hold in common, and then review the things they want you to know, and that you want them to know. Now, make a list of the points that are different. Do not try to prove here which is right and which is wrong. Simply write them clearly, and be as specific as possible.

Points that \_\_\_\_\_ and I disagree on are:

Clarify with . . .



### VI We create supportive agreements we both want to keep.

Begin to outline new agreements that you can build toward, considering the following guidelines:

- Build negotiations on common truths.
- Commit to agreements that are supportive of both parties.
- Brainstorm possibilities before making decisions.
- Express appreciation for one another.

Agree with . . .

From what you have just written above, what do you think they could sincerely and honestly agree with? What things would the other person think that you consider to be valid and important? Furthermore, if they consider the situation from your perspective, what else might they see which would help them understand your point of view?

