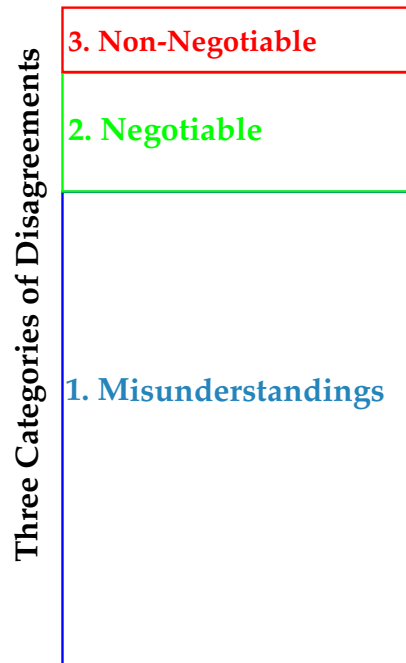


The Three Types Of Disagreements

There are three categories into which all disagreements will fit.



Category 1: Misunderstandings (blue): These disagreements are simply misunderstandings. When you make sure everyone is understood, you find that there is no disagreement, simply a misunderstanding. You actually had an agreement, you just misunderstood. Most people find that anywhere from 50-90% of our disagreements fall into this category.

Category 2 (green): Negotiable Disagreements: In this category, there is no misunderstanding. You do disagree. But the solution is negotiable. One side or another is willing to make an adjustment because it is not an absolute requirement. Most people find that anywhere from 8-40% of our disagreements fall into this category.

Category 3: Non-Negotiable Disagreements (red): In this category, not only is there no misunderstanding, but there is no negotiation. Each side has taken an absolute stand for their fundamental requirements. But even when this is true, one thing might be a requirement for one person, but not a requirement for another person. So there may still be room for negotiation. Most people find that only 2-5% of our disagreements fall into this category. But many people respond to all disagreements as if there is no alternative but their own point of view, and so they are not able to resolve misunderstandings and negotiable disagreements.

