



# Negotiating Through Conflict: MAPIT

These steps can be used when mediating a conflict between stakeholders, as well as when resolving a conflict you're having with a stakeholder before you use MAPIT in your collaborative conversation.  
Plan ahead

- Consider other person's Communication Style.
- Think about best place (i.e., neutral setting) and time to meet.
- Anticipate other person's position and possible Interests.
- Brainstorm options and alternatives that would provide a "win-win."

Do your own work:

- What am I feeling right now?
- What is it that I need that I'm not getting? (e.g., so and so isn't giving me their time)
- Why might this person not be giving me this?

## **M** Mindset

*"Thank you for agreeing to meet. I know we are both interested in finding a resolution to XYZ issue. I'm confident we'll be able to do that if we put our heads together and look for a win-win solution that meets both of our needs. Does this sound like a good plan to you?"*

Check that your mindset is supportive of resolving the conflict.

- Win/Win
- Trusting
- Optimistic
- Curious
- Courageous
- Relationship Oriented

## **A** Ask questions to understand positions

*"What do you want or What are you looking for? What I'm wanting is \_\_\_\_\_."*

## **P** Positions

*"So it sounds like you want \_\_\_\_\_ and I want \_\_\_\_\_. Is that correct?"*

## **I** Interests

Uncover theirs with questions and share yours.

*"I'm interested in hearing more about your needs. What specifically is driving your desire for \_\_\_\_\_?"*

*"What's most important to me is \_\_\_\_\_." "It sounds as if we're both interested in \_\_\_\_\_."*

## **T** Test solutions that meet each person's primary interests

*"It sounds as if we're both interested in \_\_\_\_\_. "What ideas do you have that would meet both of our needs?"*

*"An idea I have to meet both of our needs is to \_\_\_\_\_."*