

MUTUAL LEARNING MODEL

Mindset

Behaviors

Results

Values



Transparency



Informed choice



Accountability



Compassion

Assumptions



I have information; so do other people



Each of us sees things differently; others don't



People may disagree with me and still have pure motives



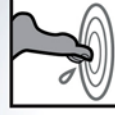
Differences are opportunities for learning



I may be contributing to the problem



1. State views and ask genuine questions



6. Test assumptions and inferences



7. Jointly design next steps



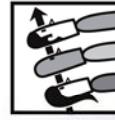
2. Share all relevant information



3. Use specific examples and agree on what important words mean



4. Explain reasoning and intent



5. Focus on interests, not positions



8. Discuss undiscussable issues



Higher quality decisions

- Innovative solutions
- Cost savings



Improved working relationships

- More trust
- Less defensiveness
- Productive conflict
- Appropriate dependence on others



Shorter implementation times



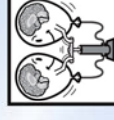
Greater personal satisfaction

- Increased growth and development



Increased commitment

- Follow through on decisions
- Solutions that stick



Increased learning

- Greater understanding
- Embracing and learning from mistakes
- Greater adaptability

