

UNILATERAL CONTROL MODEL

Mindset

Behaviors

Results

Values



Be right



Minimize expressions of negative feelings



Act rational



Win, don't lose

Assumptions



I understand the situation; those who disagree don't



I am right; those who disagree are wrong



I have pure motives; those who disagree have questionable motives



My feelings and behavior are justified



I am not contributing to the problem



6. Act on untested assumptions and inferences as if they were true



1. State my views without asking for others' views and vice versa



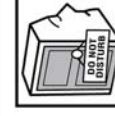
7. Control the conversation



2. Withhold relevant information



3. Speak in general terms and don't agree on what important words mean



4. Keep my reasoning private; don't ask others about their reasoning



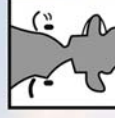
5. Focus on positions, not interests



8. Avoid, ease-in to, or save face on difficult issues



Lower quality decisions
• Ineffective solutions
• Unnecessary costs



Strained working relationships
• Reduced trust
• Defensiveness
• Unproductive conflict dependence on others



Longer implementation times



Less personal satisfaction
• Missed opportunities for growth and development



Decreased commitment
• Poor follow through on decisions
• Solutions that don't stick



Decreased learning
• Misunderstanding
• Denial and blaming others for mistakes
• Rigidity

