

# Win-Win Resolution Matrix

SESKAT Training  
Toolbox

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## Description

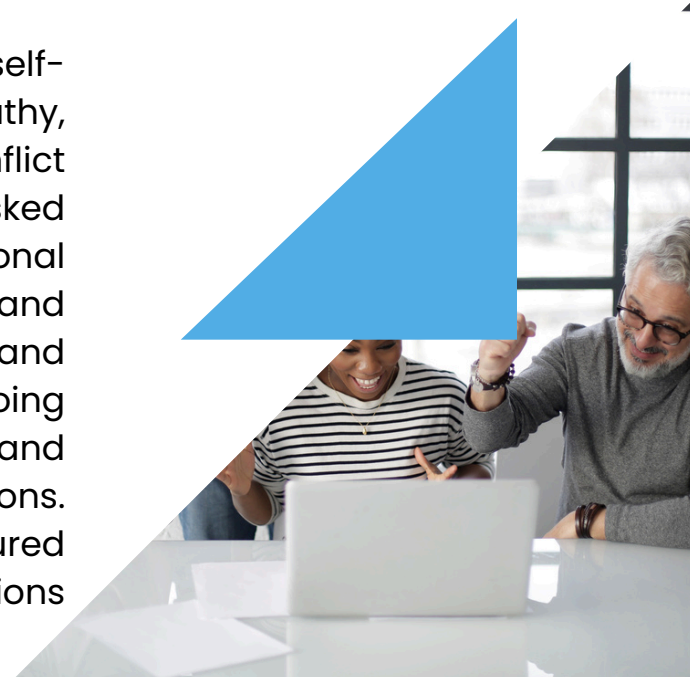
The "Win-Win Resolution Matrix" is a comprehensive tool designed to address conflicts through a structured, collaborative process. It involves a matrix with four quadrants, each representing different aspects of the conflict resolution process. Participants are guided through a series of steps to understand the issue, identify common ground, and generate mutually beneficial solutions.

## Objectives

- To encourage active listening to other viewpoints surrounding conflict
- To promote a safe environment for expressing thoughts and feelings
- To facilitate the discovery of shared interest and objectives
- To develop negotiation skills by encouraging compromise and creative problem-solving

## Connection with Soft Skills and Emotional Intelligence

This activity is connected to self-awareness, empathy, communication, and conflict management. Participants are asked to reflect on their own emotional responses to conflict and understand the emotions and perspectives of others as well. Doing this encourages active listening and the effective expression of emotions. The activity provides a structured approach for managing emotions during conflicts.



# Resources and Materials

- Case studies or scenarios representing diverse conflict situations.
- Facilitator guide including instructions, discussion points, and debriefing questions.
- A board or big paper to write the matrix

## Steps

**01**

15 minutes: Give a brief overview of the Win-Win Resolution Matrix and an explanation of each quadrant and its role in the conflict resolution process. Set ground rules for respectful communication.

**02**

30 minutes: Facilitators present a hypothetical conflict, guiding participants through each quadrant. Then, Participants identify their positions, interests, and emotions related to the conflict.

**03**

40 minutes: Participants break into pairs or small groups. Each group applies the matrix to a specific conflict scenario. They engage in a role-playing exercises encourage practical application of the tool.

**04**

20 minutes: Facilitators guide a group discussion on insights gained and challenges faced. Participants share their experiences, strategies, and emotional responses.

**05**

15 minutes: Participants reflect on personal growth and areas for improvement. Finally, they can finish with some action planning for applying the Win-Win Resolution Matrix in real-life conflicts.

# Learning Outcomes

- Increased self-awareness and emotional intelligence in conflict situations
- Enhanced communication skills, including active listening and expressing needs
- Improved problem-solving abilities through collaboration and compromise
- Greater confidence in managing and resolving conflicts constructively
- Development of a mindset that seeks win-win outcomes for sustainable relationships

