

W.I.N. SCRIPTS

GOAL:

- To learn and practise a method of responsible confrontation.

RATIONALE:

When we confront someone, we want to make them understand how their behaviour has affected us and we usually want some change. Too often, we become judgemental and blame the other person. This session focuses on three important elements to include in a responsible confrontation and encourages practising and rehearsing for a situation beforehand. Participants are asked to write a script including the three elements.

Note to Coach:

A session or exercise on *I messages* or Feedback should precede this session.

MATERIALS NEEDED:

Flipchart, markers, copies of **Confrontation Worksheet**, and **Win Scripts - Sample Situations. Communicating Assertively** YWCA Assertiveness Training Video, 1991.

METHOD:

Warm up: Pet Peeve

"One kind of behaviour that really annoys me is"

Theory: See Theory Box.

Note to Coach:

Refer to **Communicating Assertively**. YWCA Assertiveness Training Video. 1991

Exercise 1:

Instruct participants to pair up with another person and fill in the **Confrontation Worksheet**: (When you....I feel....I need.....) for one of their own conflict situations.

OR fill in the worksheet for one of the sample situations (see attached list).

Ask for a volunteer to share their script with the large group.

Questions to Consider:

- How would you feel about using this script in a real-life situation?
- What part would you include?
- What part would you leave out?
- Feedback from the group - How does the script come across to you?

Exercise 2:

Suggest that participants try out the script on their partners

Questions to Consider:

- How did it feel to do this?
- What did you like about what you said?
- What would you change?
- How did your partner react?

EVALUATION:

Ask participants:

"How can we use the "WIN" scripts method in our lives?"

CONFRONTATION WORKSHEET

1. When you....(describe specific behaviour you do not like)

2. I feel...or I think.....

3. I need/want/would like/would prefer....

PUTTING IT ALL TOGETHER

I will say...

(This statement may be a simplified version of the formula and may or may not include all three components).

THEORY BOX

When someone has done or said something you did not like, you may choose to confront that person. The goal in confrontation is to express your reaction to the behaviour, and to specify what changes you would like. Responsible confrontation does not seek to punish, humiliate, demean or label others.

W.I.N. FORMULA:

By using a technique called the W.I.N. METHOD, you can focus on the real issue, express how it is affecting you and what you would like:

W stands for WHEN... When you....(state specific behaviour you don't like)

I stands for I ...I feel (express feeling or thought).

N stands for NEED ...I need/want... (specify what you want to change).

Example 1:

"When you don't call and are late for dinner,
I am annoyed. I have spent a lot of time preparing the meal and have been waiting for you to eat.
I need you to call in future when you are going to be late."

Example 2:

"When you make jokes about people of my race,
I feel very upset and uncomfortable.
I would appreciate it if you didn't tell jokes like that in the future."

When working with formulas, it is important not to be too rigid. The assertion must sound natural and be worded in a way that the person feels comfortable saying it. Sometimes a one-line statement is sufficient. It is not always necessary to describe the behaviour in a separate phrase; it may be obvious or clear from the "I want" statement. For example, a one-line statement such as **"In future, I'd like you to call when you're going to be late for dinner"** implies that the person is late. The "I feel" statement is not necessary or appropriate. Again, the example, **"I don't appreciate jokes with racial content"** is an expression of thoughts that can be equally effective to express feelings.

In some situations, it is not always appropriate to express feelings. For example it would not be appropriate to say to the boss "I feel overwhelmed and angry when you give me too much work to do". It would be more appropriate to say **"I have been staying late several days this month to finish my work. I would like to discuss my workload with you. When would be a good time?"**

WIN SCRIPTS - SAMPLE SITUATIONS

1. You would like to negotiate a more fair distribution of household tasks with your partner/spouse/roommate.
2. You have been assigned what you consider an unfair amount of work by your employer. You observe that others in the office doing similar jobs are not as busy.
3. Someone in your office continually makes jokes that you find sexist/racist and in poor taste. You have found a recent joke particularly offensive.
4. You are at a party and do not want to drink this evening. The host insists and wants to know why you are not drinking.
5. You go out to a restaurant with a friend and sit in a non-smoking area. Your friend lights up a cigarette before the end of the meal. You object to smoking at meal times.