

# Harnessing The “Zoo” In All of Us

Robbin J. Kirkland, Ph. D.

# How To Avoid Killing My Colleagues and Trainees

“Author Unknown”



# **Fostering Positive Human Interactions**

OU-COM Faculty Development  
Group

# Paradigms of Human Interaction

- Win-Lose
- Lose-Win
- Lose-Lose
- Win
- Win-Win or No Deal
- **Win-Win or Consideration For Others/Mutual Positive Outcomes**

Source: Covey: 7 Habits of Highly Effective People; Facilitator's Manual

# 1. Win-Lose Behaviors

- Tend to be “authoritarian” (“My way is the only legitimate way”)
- Concerned with “outcomes” that are beneficial to themselves----First
- Little or no concern about the quality of “outcomes” for others
- Tend to use their position and credentials “to get the win”

## 2. Lose-Win Behaviors

- Elect to lose or “allow” others to win to demonstrate consideration for others
- Tend to lack the “courage” to promote their own thoughts
- Tend to avoid conflict even when they think their idea might benefit the group
- Quick to please or appease

# 3. Lose-Lose Behaviors

- Tend to “put themselves and others down”
- Criticize the ideas of others but rarely have an original idea of their own
- Tend to envy and criticize individuals who promote strategies/ideas to solve issues
- Tend to look for the “bad” in doing something instead of looking for the “good”

## 4. Win Behaviors

- Tend to focus on “getting what they want” ----  
First (“Me first”)
- Winning is the only thing that matters
- Fear of “Scarcity”
- Not high on sensitivity or awareness of others
- “Self-centered”

## 5. Win-Win / No Deal Behaviors

- Tend to seek “win-win” outcomes---first
- Tend to be okay when others disagree with their thoughts or approach
- Allows others to “say no”/ “no deal”

# 6. Win-Win/Consideration For Others/Mutual Positive Outcomes Behaviors

- Strives to win but also makes sure that outcomes for others are “equally” satisfying
- Allows the viewpoints of others to surface
- Encourages multiple points of view
- Low tolerance for harm and unfairness to others
- Seeks mutual benefit
- Cooperative and not competitive

# 6. Win-Win/Consideration For Others/Mutual Positive Outcomes

(Cont.)

- Tend promote honesty, integrity and character in conducting all affairs
- Seek the ideas of others and listen with empathy
- Treat others and their ideas with respect
- Focus on achieving positive /mutually beneficial outcomes