

Solving a Relationship Problem
The CUDSAIR Model

Please follow this easy 7 step model to work through your problems
and find solutions that work for you

Step No. & Tasks	Illustrative Skills		
Step 1: Confront the Problem Initiate the cooperative problem solving process	<ul style="list-style-type: none"> • Own the existence of the problem 		
	<ul style="list-style-type: none"> • Deciding whether or not to confront the problem 		
	<ul style="list-style-type: none"> • Staying calm 		
	<ul style="list-style-type: none"> • Choosing a proper time and place to work on the problem 		
	<ul style="list-style-type: none"> • Assert that the problem exists 		
	<ul style="list-style-type: none"> • Inviting cooperation in problem solving 		
Step 2: Understand one another's perspective Diffuse emotions, clarify positions, clear up misunderstandings	<ul style="list-style-type: none"> • Express feelings, reasons and requests assertively 		
	<ul style="list-style-type: none"> • Owning my responsibility for my contribution 		
	<ul style="list-style-type: none"> • Sticking to the issues 		
	<ul style="list-style-type: none"> • Using honest positives 		
	<ul style="list-style-type: none"> • Using listening and showing understanding skills 		
	<ul style="list-style-type: none"> • Notice negative statements but not react to them – being a window 		
	<ul style="list-style-type: none"> • Admitting to and altering misperceptions 		
Step 3: Define the Problem Arrive at mutually acceptable definition of the problem	<ul style="list-style-type: none"> • Avoid unfair fight tactics 		
	<ul style="list-style-type: none"> • Identify common ground 		
	<ul style="list-style-type: none"> • Identify hidden agendas 		
	<ul style="list-style-type: none"> • Identify specific actions that sustain the problem 		
	<ul style="list-style-type: none"> • State the problem clearly and simply 		

Step 4: Search for and Assess Solutions Generate and assess solutions	<ul style="list-style-type: none"> • Generate solutions 		
	<ul style="list-style-type: none"> • Evaluate solutions rationally on a scale of 1 to 10 where 1 = poor & 10 = excellent 		
	<ul style="list-style-type: none"> • Identify the solution with the highest total score 		
Step 5: Agree upon the Preferred Solution Agree upon a win-win or no-lose solution and state it clearly	<ul style="list-style-type: none"> • Making compromises and concessions 		
	<ul style="list-style-type: none"> • Stating agreements clearly 		
Step 6: Implement the Solution Back up words with action, to build and maintain trust	<ul style="list-style-type: none"> • Keeping my word (sometimes) 		
	<ul style="list-style-type: none"> • Avoiding not overreacting to non-compliance (sometimes) 		
Step 7: Review the Solution Ensure solution works in the best interests of both partners	<ul style="list-style-type: none"> • Renegotiate rather than breaking agreements 		
	<ul style="list-style-type: none"> • Modifying and changing agreements when necessary 		
	<ul style="list-style-type: none"> • Returning to either steps of the CUDSAIR model if new problems emerge. 		