

UNESCO/APC MULTIMEDIA TRAINING KIT

Glossary: Cooperative Problem Solving

Developed by: Search for Common Ground

BATNA	Best Alternative To a Negotiated Agreement (how you can satisfy your interests if the negotiation fails).
INTERESTS	Underlying needs, concerns, hopes, fears.
ISSUES	Problems to be solved.
OPTIONS	Possible, often creative agreements or pieces of an agreement; options are not commitments.
POSITIONS	Demands of statements of what someone says they will do or not do; one party's solution.
STANDARDS	Customary, objective and widely accepted criteria for handling similar situations.