DEFINITIONS

ISSUES: Problems to be solved

POSITIONS: Demands or statements of what someone says they will or will not do; one party’s solution.

INTERESTS: Underlying needs, concerns, hopes, fears

OPTIONS: Possible, often creative agreements or pieces of an agreement; options are not commitments.

STANDARDS: Customary, objective and widely accepted criteria for handling similar situations

BATNA: Best Alternative To a Negotiated Agreement (A way to satisfy your interests if the negotiation fails.)
Cooperative Problem-Solving Map of

Results
Process
Principles