

DEFINITIONS

ISSUES: Problems to be solved.

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

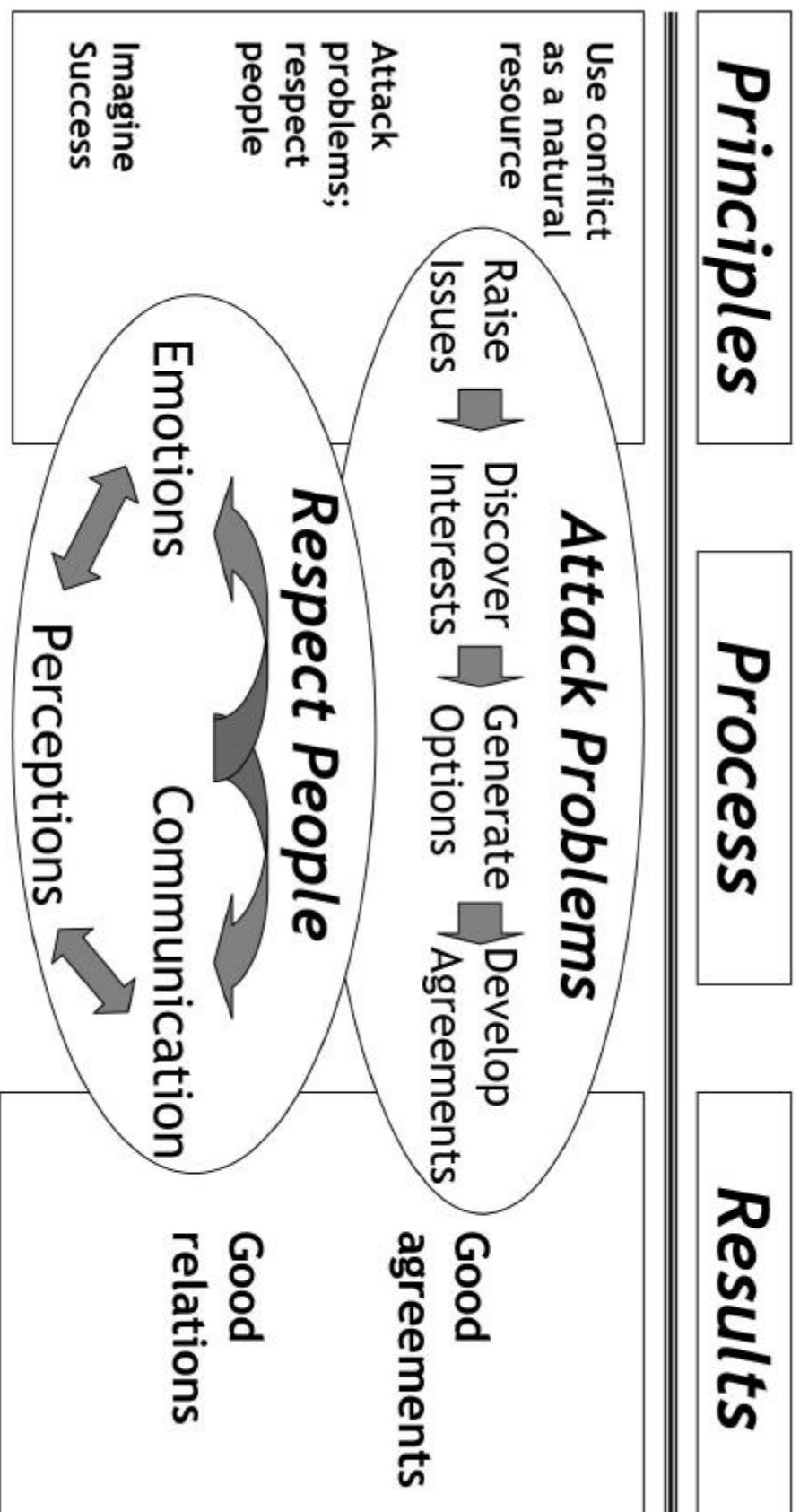
INTERESTS: Underlying needs, concerns, hopes, fears.

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

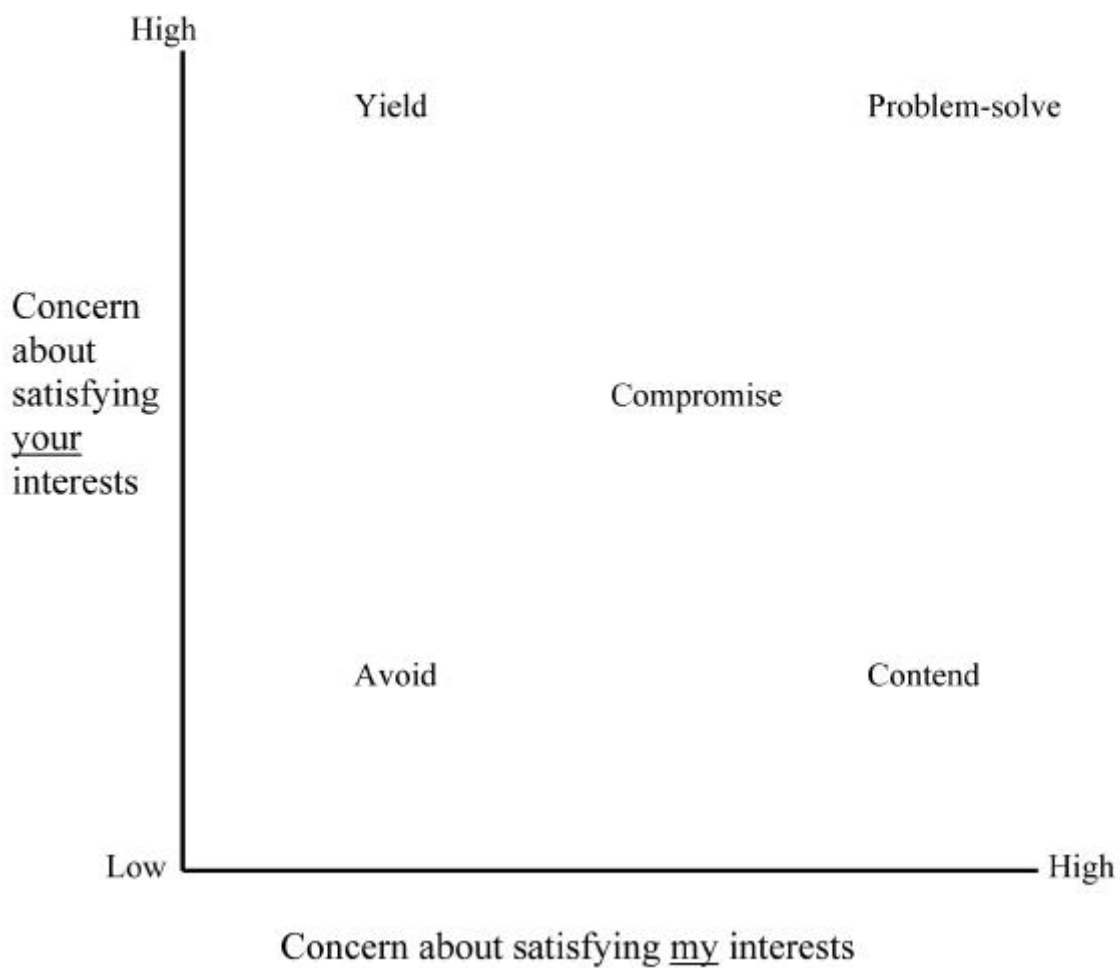
STANDARDS: Customary, objective and widely accepted criteria for handling similar situations.

BATNA: Best Alternative To a Negotiated Agreement (a way to satisfy your interests if the negotiation fails).

Map of Cooperative Problem-Solving



THE “DUAL CONCERN” MODEL



Adapted from: Social Conflict: Escalation, Stalemate, and Settlement. Rubin, Pruitt, and Kim,

Conflict Management Options

