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

Perceptions

Communication

Emotions

Respect People

Respect Agreements

Good Relations

Good Agreements

Attacks Problems

Success

Imagine

People

Respect

Problems

Attack

Resource

As a natural

Use conflict

Discover

Interests

Options

Generate Develop

Raise

Issues