Cooperative Problem-Solving Map of

Results

Process

Principles

Perceptions

Communication

Emotions

Respect People

Attack Problems

Good Agreements

Good Relations

Imagining

People respect problems

Attack

Resource

as a natural use conflict

Success

Issues

Options

Discover

Generate Develop

Raise

Interests

Afriendships

Respect


Conflict Management Options

- Flight
- Fight
  • Power
  • Rights
- Unite
PROBLEM SOLVING STYLES

ADVERSARIAL:

- The parties see themselves as adversaries
- Bargaining is based on positions
- Facts are used to buttress positions
- Polarization of parties and issues
- Face-to-face contacts are restricted among parties
- Winning arguments are sought
- Yields all-or-nothing resolution of issues
- Options are narrowed quickly
- Characterized by suspicion and high emotion
- Third parties intervene before issues are matured
- Authority for decision rests with judge
- Parties often dissatisfied with the outcome
- Often fosters bitterness and long-term mistrust

COOPERATIVE:

- The parties see themselves as joint problem-solvers
- Bargaining is based on interests
- Parties make a joint effort to determine facts
- Joint search for underlying interests
- Face-to-face discussions encouraged among all parties
- Workable options are sought
- Yields resolution by integrating interests
- Field of options is broadened
- Characterized by respect and application of reason
- Issues can be identified before positions crystallize
- Authority for decision rests with the parties
- Outcome must be satisfactory to all parties
- Promotes trust and positive relationships
Benefits of Cooperative Problem Solving

- Parties experience the process as fair
- Parties craft their own agreements
- Commitment to agreements
- Improved mutual understanding & respect
- Less time & lower cost