

## **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

