

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.

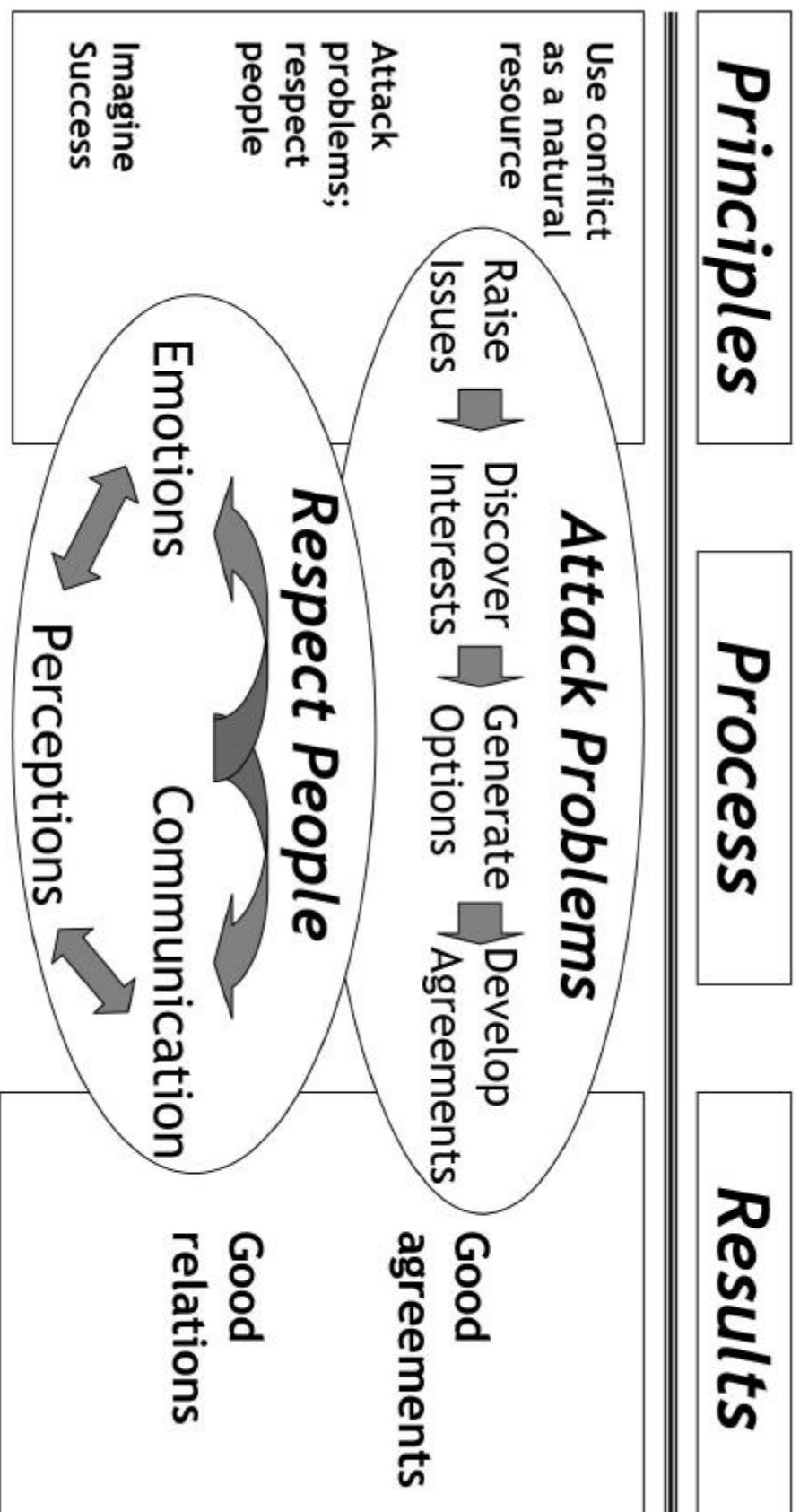
STANDARDS:

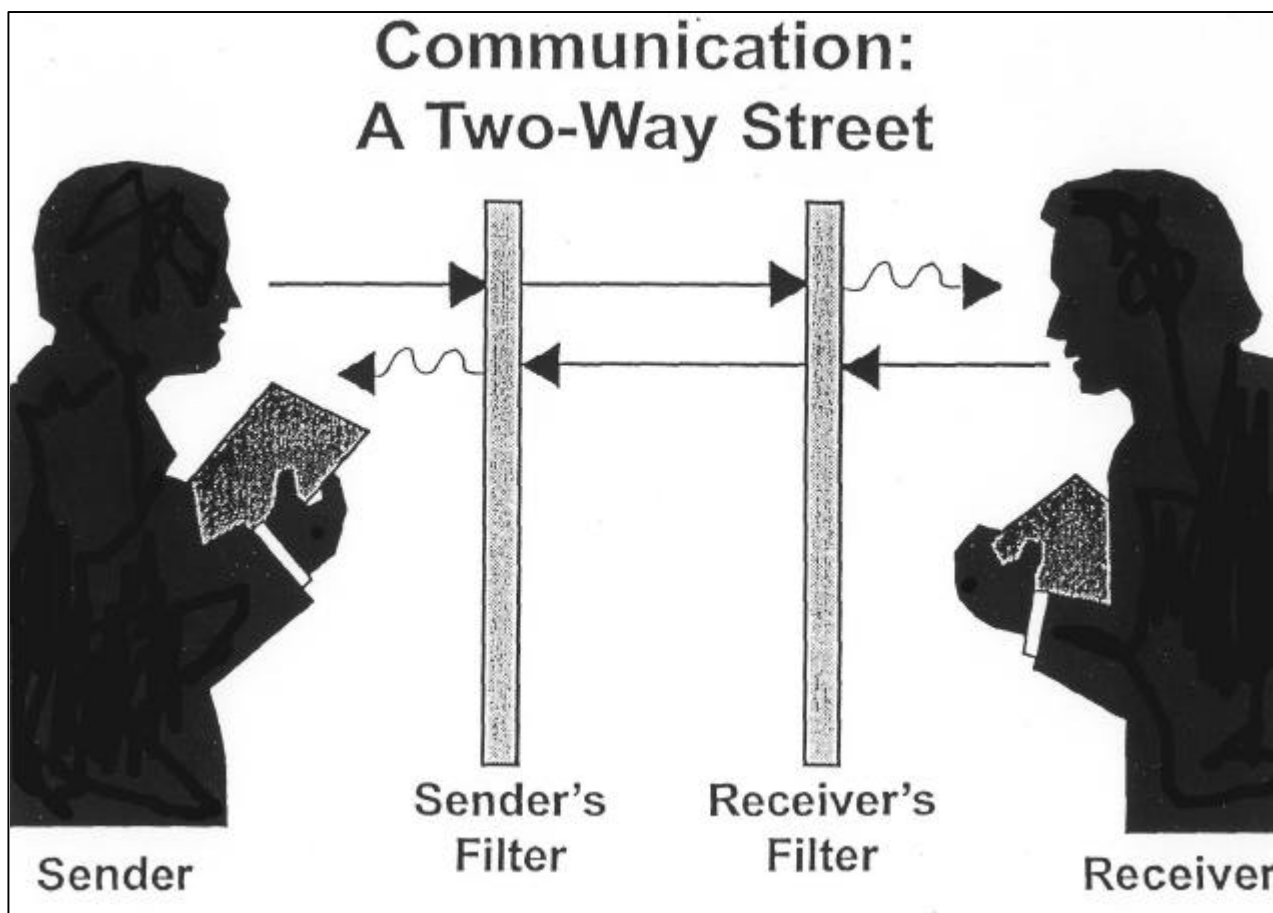
Customary, objective and widely accepted criteria for handling similar situations.

BATNA:

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

Map of Cooperative Problem-Solving





A COMPARISON OF DIALOGUE AND DEBATE

Dialogue is collaborative: two or more sides work together toward common understanding.

Finding common ground is the goal.

We listen to the other side in order to understand, find meaning, and find agreement.

We enlarge and possibly change our own point of view.

We examine our own position.

Dialogue opens the possibility of reaching a better solution than any of the original solutions.

We have an open-minded attitude: an openness to learn and change.

We present our best thinking, knowing that other peoples' reflections will help improve it rather than destroy it.

We search for basic agreements.

We search for strengths in the other's positions.

We show respect for the other person and seek to not alienate or offend.

We assume that many people have pieces of the answer and that together we can put them into a workable solution.

Dialogue remains open-ended.

Winning is the goal.

We listen to the other side in order to find flaws and to counter their arguments.

We seek to affirm our own point of view.

We defend assumptions as truth.

We critique the other's positions.

Debate defends one's own positions as the best solution and excludes other solutions.

We have a closed-minded attitude, a determination to be right.

We present our best thinking and defend it against challenge to show that we are right.

We limit ourselves to our current beliefs.

We search for glaring differences, for flaws and weaknesses in the other's position.

We belittle or deprecate the other person.

We assume that there is a right answer and that we have it.

Debate is oppositional: two sides oppose each other and attempt to prove each other wrong.

From: Study Circles Research Center; adapted from a paper prepared by Shelley Berman, which was based on discussions of the Dialogue Group of the Boston Chapter of Educators for Social Responsibility (ESR).

Rules for Active Listening

- ❖ Listen with respect - give 'em time to talk
- ❖ Don't challenge or interrupt
- ❖ Check for understanding
- ❖ Don't problem solve

