UNESCO/APC MULTIMEDIA TRAINING KIT

Overheads: CPS: Discovering interests

Developed by: Search for Common Ground

mmtk_cps_unit_5_overheads.doc

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Cooperative Problem-Solving

Map of
"The Tip of the Iceberg"

Positions

Interests

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Positions and Interests are Inter-Related

Our Interests:
- Our underlying needs
- Concerns, motivations
- Hopes and fears

Our Positions:
- The best ways we know
- How to satisfy our underlying interests

Why

"Why"

"Where"

"Which"

"Who"

"What"

"How"

"When"

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SOME POINTS ABOUT POSITIONS AND INTERESTS

- Positions polarize; interests integrate.

- Behind every position is at least one interest.

- Interests hold the seeds of solution.

- Positions are limited and limiting.

- Interests are more numerous than positions, and can be satisfied in many ways.
TYPES OF INTERESTS

SHARED: All parties share these interests.

DIFFERENT: All parties do not share these interests, but no party is opposed to them.

CONFLICTING: These are interests that are in opposition to, or in conflict with, another party’s interest.
BASIC HUMAN INTERESTS

(Maslow’s “Hierarchy of Needs”)

SELF ACTUALIZATION

SELF-ESTEEM

BELONGING

SAFETY

SURVIVAL
INTERESTS OF PEOPLE IN THE WORKPLACE

- Have a clear purpose
- See results of work
- Feel “in control”; be able to improve the way work is done
- Feel competent
- Be accountable and responsible
- Be challenged - not bored or frantic
- Be proud of work
- Customers satisfied
- Communication and teamwork
- Grow and learn
- Be recognized and respected
- Help others
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).