

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.

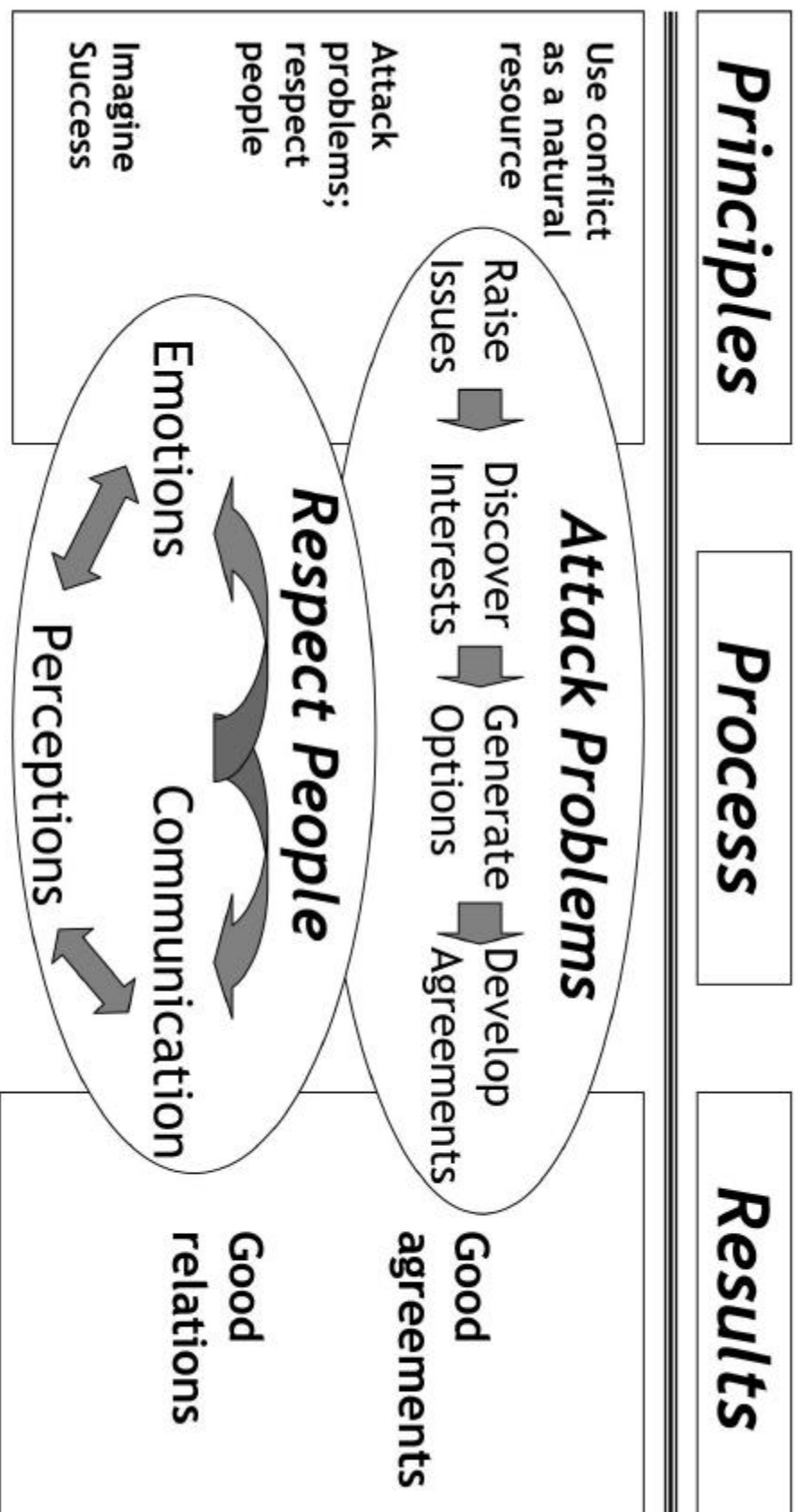
STANDARDS:

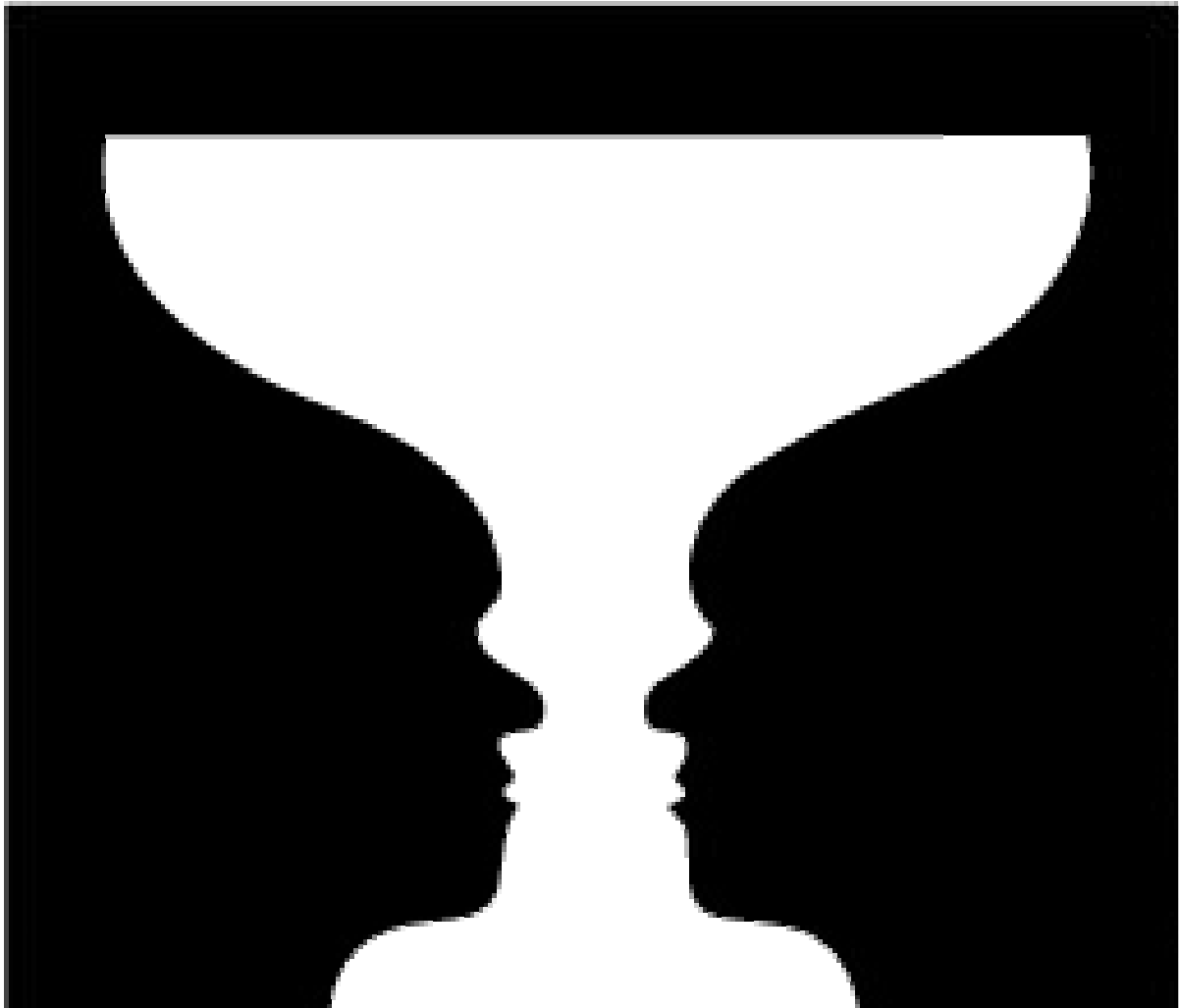
Customary, objective and widely accepted criteria for handling similar situations.

BATNA:

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

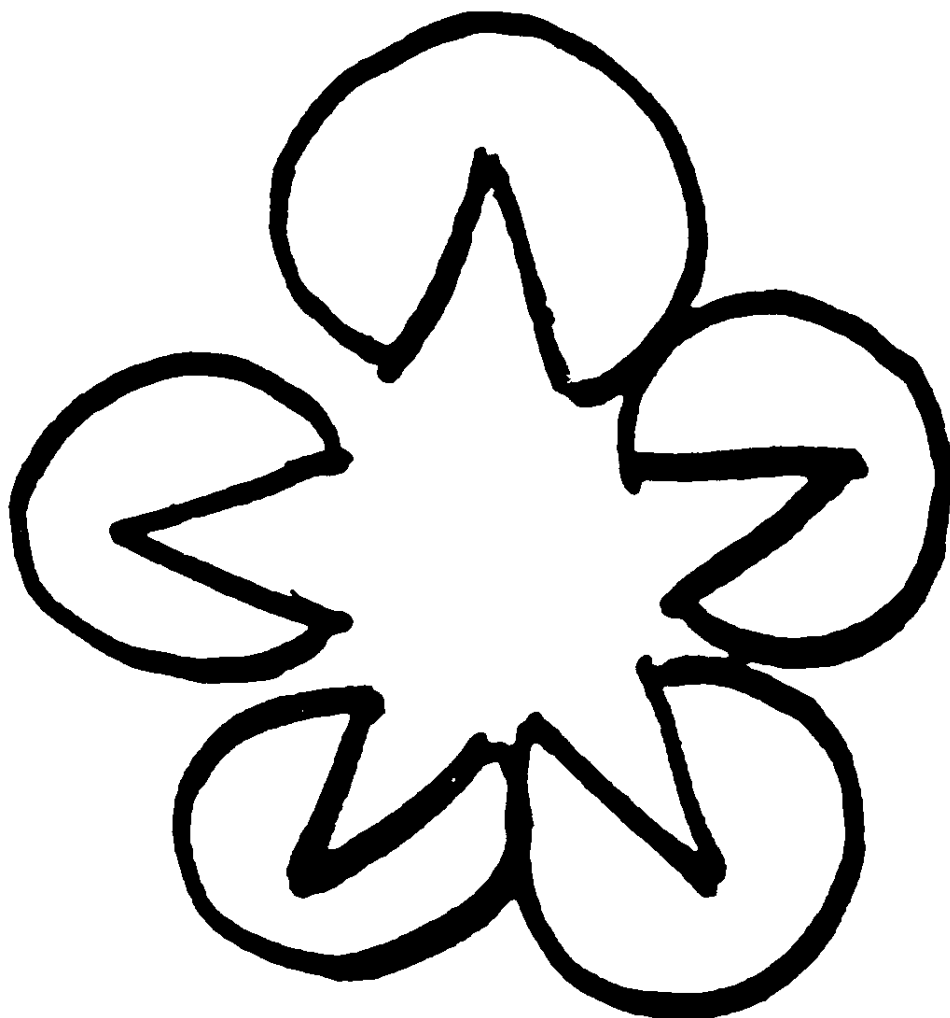
Map of Cooperative Problem-Solving



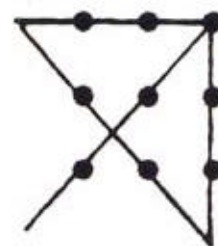
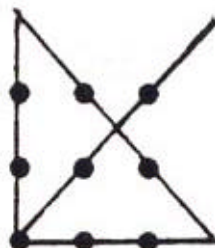
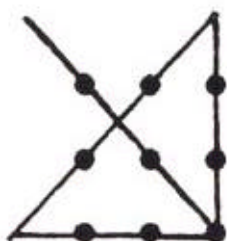
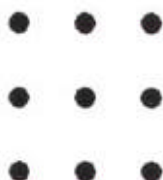


SOME “HIDDEN” SOURCES OF DIFFERING PERCEPTIONS

- ❖ **Economic background**
- ❖ **Parent’s political beliefs**
- ❖ **Veteran/ non-veteran**
- ❖ **Educational background**
- ❖ **Myers-Briggs type**
- ❖ **Other ? ? ?**



Thinking Outside of the Box



Principles of Perceptions

- ❖ WE USE PERCEPTIONS TO MAKE SENSE OF THE WORLD. OUR BRAINS FILL IN INFORMATION TO FIT SOME PATTERN WE KNOW.
- ❖ PERCEPTIONS ARE NOT “RIGHT” OR “WRONG”; THEY JUST ARE.
- ❖ PERCEPTIONS CAN LIMIT OUR OPTIONS FOR ACTING.
- ❖ WE CAN CHANGE OUR PERCEPTIONS; WE CAN LEARN FROM EACH OTHER.
- ❖ MY PERCEPTIONS MAKE PERFECT SENSE TO ME.
- ❖ YOU DON'T HAVE TO AGREE WITH MY PERCEPTIONS, JUST RESPECT THEM.
- ❖ SHOWING RESPECT FOR MY PERCEPTIONS IS SHOWING RESPECT FOR ME. THAT MAKES IT EASIER FOR ME TO LISTEN TO AND WORK WITH YOU.

PERCEPTIONS AND CONFLICT MANAGEMENT

- ❖ Discovering interests is an exercise in discovering perceptions.
- ❖ Appreciating perceptions helps us distinguish between people and problems.
- ❖ We tend to attribute different behavior to “badness”. Often it comes from having a different perception.
- ❖ Understanding perceptions can help us expand the range of possible solutions.