

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

