

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.

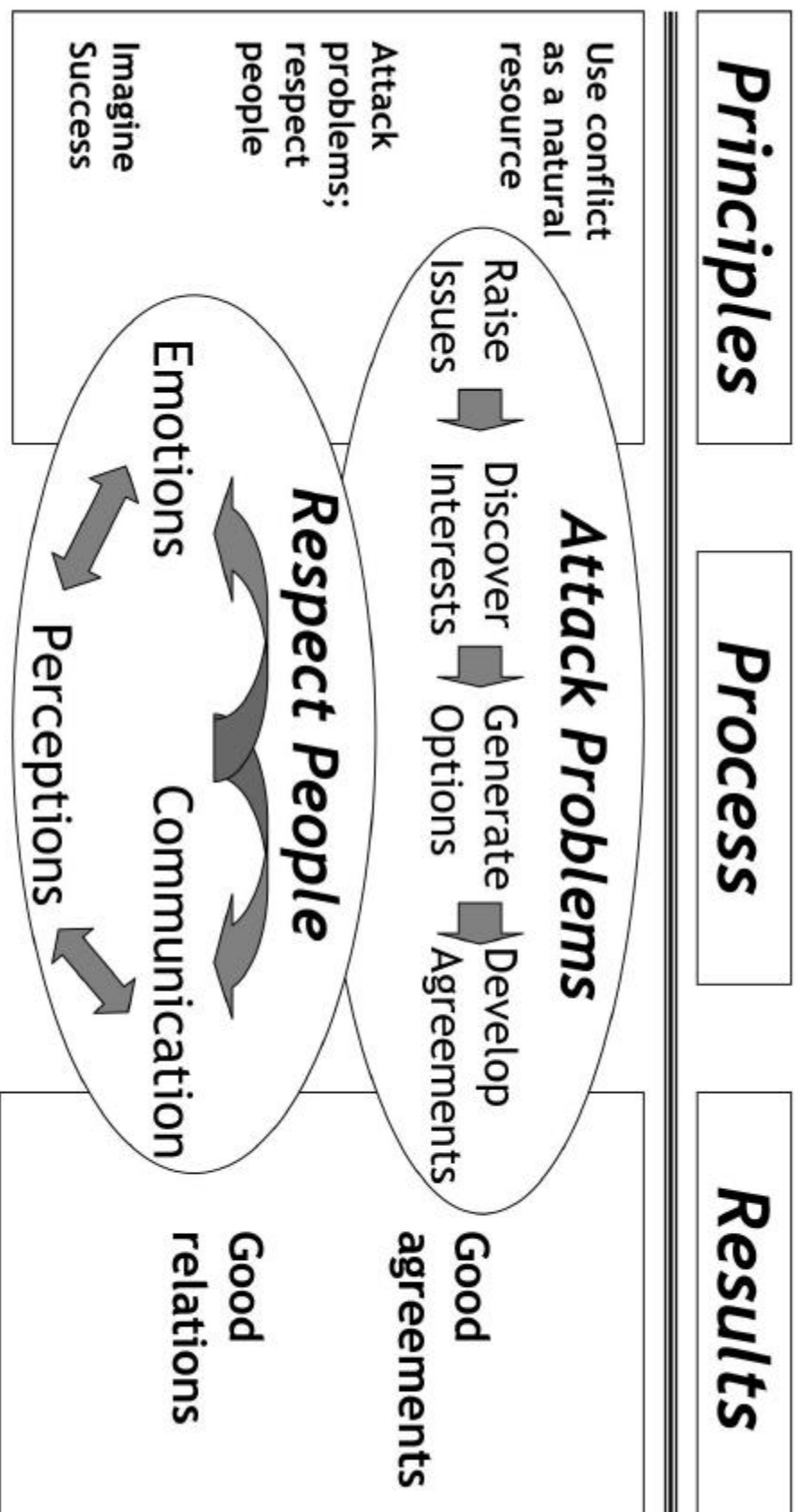
STANDARDS:

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



TO WRITE OR NOT TO WRITE

WRITE IT DOWN WHEN:

THE ISSUES ARE COMPLEX
THE SOLUTION IS COMPLEX
MANY PARTIES ARE INVOLVED
POLICIES OR PROCEDURES ARE CHANGED

DON'T WRITE IT DOWN WHEN:

ISSUES AND SOLUTIONS ARE SIMPLE
FEW PEOPLE ARE INVOLVED
IT WILL BE SEEN AS
“DOCUMENTATION” – A PRELUDE
TO ADVERSARIAL ACTION

WHAT SHOULD BE IN A GOOD WRITTEN AGREEMENT

- ❖ Be specific
- ❖ Be clear about dates and
deadlines
- ❖ Be balanced
- ❖ Be positive and realistic