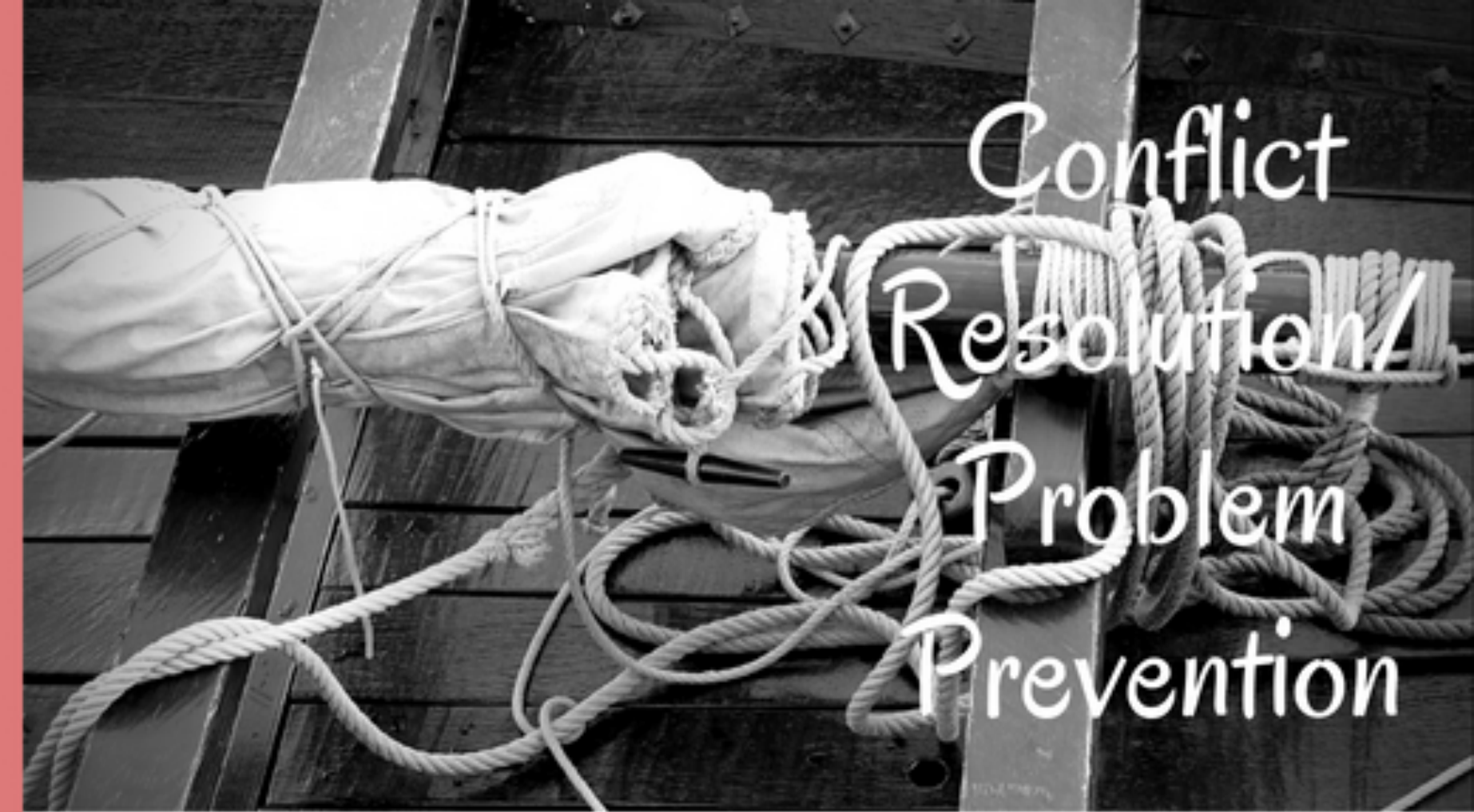


Examine specifically the underlying interests behind a person's position.

- * what concerns you about ... ?
- * what do you worry will happen if... ?
- * what do you value about... ?
- * what is about ____ that is important to you?
- * what do you like about ____?
- * what would that accomplish for you?
- * what would that do for you?
- * How will that help?
- * If that happened, what do you fear would be the result?
- * In what ways would that help address your concerns?
- * what need would that address?
- * what kind of relationship would you like to have?
- * what is it about that that bothers you the most?



One to One Problem/Conflict Solving

Simple Steps:

Preparation. Figure out your own interests, talking yourself away from positions and into being open to any solutions that meet your interests. Invite the other to problem solve.

Interest exploring. Ask the other's perspective and explore their interests. Share interests with the other, within the context of the situation (along with your perspective, feelings etc).

Find Solutions. Work to figure out how to meet both your interests. Evaluate your plan to see if all of your interests have been met.

