INTERESTS → STATEMENT OF PROBLEM

Use listening and questioning to help identify interests. Ask questions to uncover underlying interests:

"What makes that (position) important?"
"What would that (position) get you that you need/want?"
"What would that (position) get you that you don’t have now?"

Position - What a person wants or demands. It is the pre-determined solution the speaker believes will best solve the problem from his/her perspective. People tend to “take a stand” with their position. ‘Taking a position’ leapfrogs from problem to solution. Positional arguments tend to escalate conflict.

Interests - The “why” behind a position. Interests motivate a person to take a particular stand. Interests are often intangible: recognition, respect, security. Usually there are several ways to satisfy interests. People negotiate issues because of the underlying interests they want to have addressed and satisfied.

Problem Statement Based on COMBINED Interest
“Frame” or create one comprehensive statement which defines the problem based on the joint and individual underlying interests of the parties. Statement should NOT include a position. Encourages parties to think of possible options beyond their original position (solution). Defines the problem as one to be solved by working together.

“How can we ____ in a way that”
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“How can we provide emotional support to your son while maximizing instructional time?”
“How can we ____ while at the same time ____?”