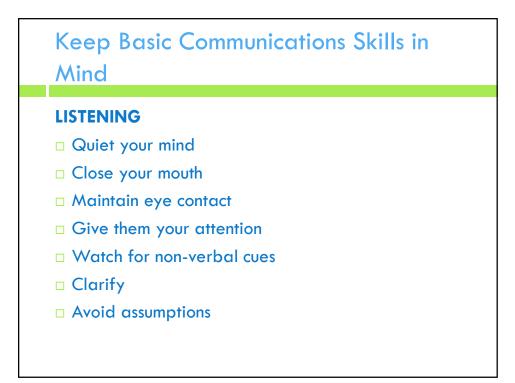
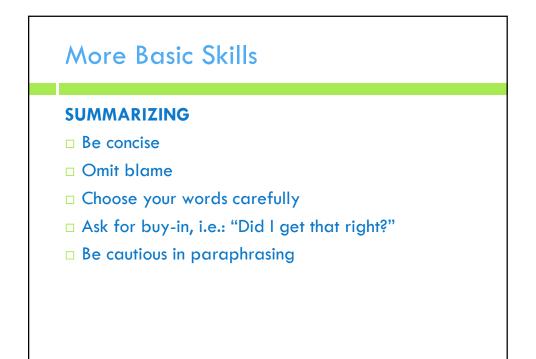


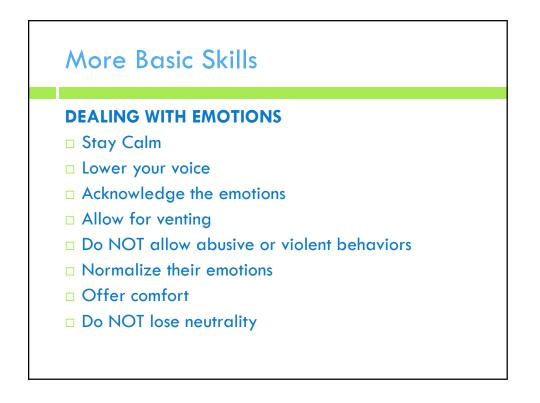


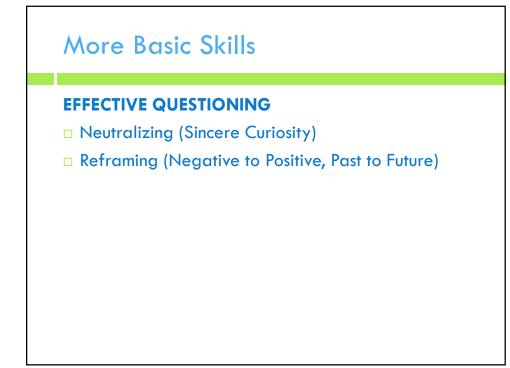


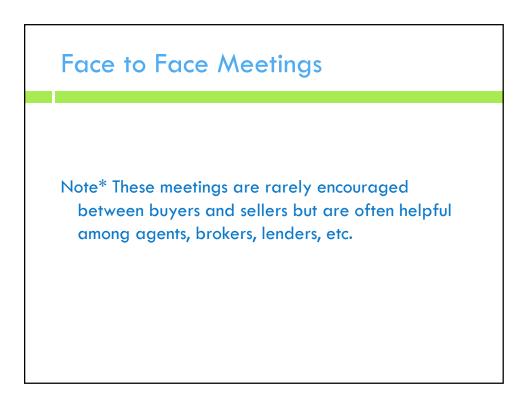
- 5. BATNA Best Alternative to Negotiated Agreement i.e.: What happens if we don't work this out?
- 6. Review Options
- 7. Discuss Options
- 8. Determine Choices













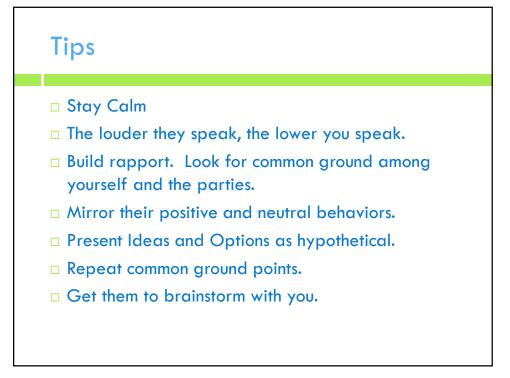


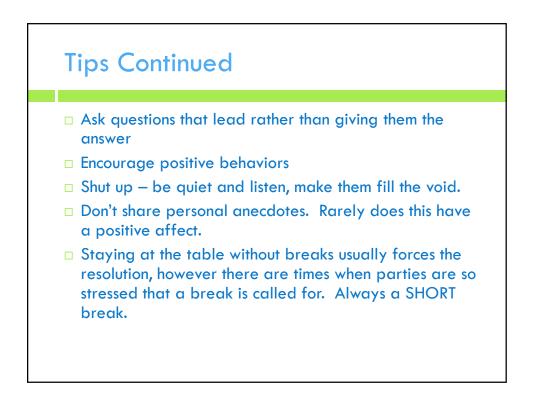


- Build the agreement
- Close Restate: In some cases, a written agreement may be necessary. The Facilitator will write what the parties have agreed to.
  - Written agreement should be written in a language common to both parties, include specifics and focus on positive action.

## Good Faith

- There is a presumption of good faith when problem solving. If either party is acting in bad faith success is not likely. The Facilitator may be better served to explain BATNA and end discussions or at least postpone.
- If parties are violent or aggressive, stop meeting (or discussion) immediately. Be firm and polite but end the situation.





## Tips Continued

- Sincerity and sometimes a well timed apology
- Scripting helping the parties to phrase options, apologies and other communication
- □ Identify new information
- When the parties are stuck on a point, shift the discussion to another point. You can go back later to pick up any necessary points.
- Break the problem down into distinct, separate pieces and deal with them individually





Mea Culpa – the Facilitator should take responsibility for misunderstandings. This diffuses the tension.

