

Outline of the “Interest Based” Resolution Process

Preliminary considerations

- Process design and form including Decision Tree analysis, Cost Benefit Analysis and Problem Solving Planner

Stage 1 Introductions and Opening Comments (The Who)

- Greet parties, explain process and roles, and establish guidelines or ground rules, ensure authority to settle, confidentially, timelines and commitment to continue.

Stage 2 Set the agenda – identify the issues (The What)

- Have the parties identify the issues that need to be resolved.
- Reframe the issues to a neutral, mutual agenda.
- Establish priority for discussing the issues.

Stage 3 Explore interests and Develop Understanding (The Why)

- Use communication skills to discover the **interests** each party has underlying **identified** issues.
- Identify common ground
- Develop understanding between parties of each other’s interest, needs and concerns.
- Conclude this stage by summarizing the common and individual interests of the parties.

Stage 4 Solution/Agreement (The How)

- Encourage parties to generate options to satisfy interests.
- Develop the most promising options.
- Consider objective criteria for choosing options.
- Create agreement/action plan, verbally or draft.
- Reality test agreement.
- Determine plan for evaluation and implementation.
- Finalize agreement.