Define the issues & identify the parties

Set the stage for WIN-WIN outcomes

Understand your interests

Understand their interests

Brainstorm creative options

Combine options into WIN-WIN solutions

Is agreement reached?

YES

Jointly acknowledge the agreement
(Commit to the solution and plan follow-up)

NO

Redefine areas of disagreement

Broaden the context or break the problem down

Encourage positive relations & handle negative emotions

Objective Criteria

Develop Alternatives & BATNA*

Retreat to BATNA

 Analyse reasons for disagreeing

* BATNA = Best Alternative To a Negotiated Agreement