



Position – What I say I want

Interest – Why I want it → Problem Solving

What it sounds like to explore underlying interests:

- “Why is that important to you?”
- “What are the key things you need from an agreement?”
- “What else is important to you?”

Further exploring interests (moving into developing packages)

- “You’ve mentioned [X] and [Y] and [Z] as things that matter to you... among these, which is most important?”
- “Would you prefer [X] or [Y]?”
- “Could you live equally with [option X] and [option Y]?”
- “Would we be moving in the right direction if...?”