



The planning stage:

- Assess the issues.
- Identify stakeholders.
- Design a strategy.
- Set up a program.





The deliberation stage:

- Set the tone.
- Establish procedures.
- Educate each other (whenever it is needed).
- Define the problem.
- Specify information needs.
- Generate options.
- Develop criteria for option evaluation (see Unit 10).
- Evaluate options (see Unit 10).
- Reach agreements (see Unit 10).
- Develop a written plan.





The post-deliberation stage:

- Ratify the agreement.
- Implement the agreement.





The bottom line for interest-based problem solving:

- R-E-S-P-E-C-T.
- Listen to and legitimize views/feelings.
- Get the facts.
- Reframe the issue to reflect interests (not positions).
- Generate alternatives to satisfy interests.