

① Separate the people - the human element - from the problem  
Having amalg together, the fightback hiding away issue

Base relationships on: accurate perception: clear communication: appropriate solution  
+ purposeful attack.

② Focus on interests not positions.

- interests - ask why?  
ask why not?

- be specific

- security,
- economic well-being
- a sense of belonging
- recognition
- control over one's life

③ win-win options for mutual gain

- win/win options

(a) Diagnosis

(b) Not either/or: not single answer → multi-prescription  
(transformation: win-win)

(c) mutual gain

④ Objective Criteria

(a) fair standards

(b) fair ~~criteria~~ precedents.