

Resolving conflicts of interest with the Harvard concept

Negotiation based on facts rather than positions for constructive conflict resolution. In this way, development opportunities can be exploited and an open communication culture promoted.

Negotiate more successfully with feeling and understanding

4 Basic principles **WIN-WIN SITUATION**

- ❖ Separate person and thing!
- ❖ Focus on interests instead of positions!
- ❖ Achieve mutual advantage!
- ❖ Evaluate options according to objective criteria!

Phase 1 INFORMATION AND COLLECTION OF TOPICS

- ✓ Situation as a first overview of the state of the conflict
- ✓ dissect
- ✓ Procedural rules for cooperative cooperation
- ✓ appoint
- ✓ Collect and sort topics

Phase 2 REQUIREMENTS CLARIFICATION OF INTERESTS

- ✓ Describing points of view
- ✓ Identifying needs
- ✓ designate interests
- ✓ Clarifying the objectives of the interview and the assignment for the interview

Phase 3 SEARCH OF IDEAS, OPTION FORMATION

- ✓ Developing ideas for action
- ✓ Design possible measures

Phase 4 EVALUATION AND SELECTION THE OPTIONS

- ✓ Sorting, evaluating and selecting measures

Phase 5 AGREEMENT AND DOCUMENTATION

- ✓ Making agreements on any topic
- ✓ Write down results and agreement

Phase 6 Implementation of the agreement

- ✓ take measures
 - ✓ Monitoring and checking implementation
 - ✓ Acknowledge successes
-