

1. FACILITATOR

Facilitator to ensure discipline, focus and direction

2. ISSUE

Simple statement of current issue

3. STAKEHOLDERS

Parties that have an important role in the issue and its successful solution

4. STARTING POSITIONS

Stated wants of each stakeholder

5. DEFUSE FLASH POINTS

Emotionally charged 'concerns' that harden positions and stop progress

6. DEFINITION OF SUCCESS

What is really important to each party that they want to achieve

7. COMMON GROUND

Success common to the parties

8. COMMON CHALLENGE

Differences that must be combined

9. CREATIVE SOLUTIONS

Solution that is successful for all parties

10. WORK TO COMMITMENT

Minimum, individual 70% agreement with 100% commitment

11. DETAILED COMMITMENT

Accountabilities and consequences

12. FOLLOW-THROUGH ON COMMITMENTS