

Dispute Resolution Preparation Tool

Whether you and other parties have decided to negotiate on your own or use a neutral third-party early resolution facilitator or interest-based mediator, this tool will assist you in your preparation for the negotiation. This tool is based upon the proven Harvard Business of Interest based negotiation or mediation model initially developed by Fisher and Ury.

Nature of the problem, topic or issue: Describe the problem, topic or issue	
Positions	
My Position: What is my position? What do I think is the best option for solution?	Other Positions: What are the other stakeholder's positions on this problem? What do they think is the best option?
Facts	
Facts: Are there any facts that I have not made until now that the other party would agree with?	Facts: In the communications and documents provided by the other party, what are the facts, statements or declarations that I agree with?
Neutral Framing of the Topic, Issue, Problem What problem, topic or issue do we need to solve?	
How would I frame the topic so we all would want to come together?	What topics, problems or issues do you think the other party might want to talk about?
How can I set a positive tone?	

What are my intentions in discussing this topic or problem with the other parties?	
Interests: What are my and the other party's interests, needs and concerns?	
MY SIDE	STAKEHOLDERS (Other Party)
What are my needs and concerns around the issue, topic or problem? What is important to me about this topic or dispute?	What do I guess are the needs and concerns of the other stakeholders? What is important to them? (Be specific for each stakeholder.)
Common needs and concerns: Which of my needs and concerns do I think will be shared by the party?	Common needs and concerns: Which of the other party's suspected needs and concerns do I agree with and share?
What are the possible consequences for me if my relationship with the other party if the conflict escalates?	What are the possible consequences for the other party if my relationship with the other party if the conflict escalates?
What's important to me?	What is important to the other party?
What information or clarity will the other party want from me? What information will be important to share?	What assumptions am I making about the other party and/or their party?

How am I going to express my interests, needs, concerns and intent so I can be heard?	What questions or information do I want or need to ask the other party so I understand their needs, concerns and rationale for their position?
What other criteria does the solution need to meet? (i.e. Club and Skating School Bylaws, Skate Ontario and Skate Canada Policies, etc.)	
What might be some possible options that would meet the “suspected” needs and concerns of the other party and yourself?	

Reference

Skate Ontario Club and Skating School Dispute Resolution Toolkit