

## Shifting from Positions to Interests

ADRN6207

### Course Outline

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**Description:** In both mediation and negotiation, shifting the discussion from positions to interests is a secret to success. It is also one of the most difficult skills to master. This course will discuss techniques to accomplish this shift and how to differentiate among positions, interests and issues. Participants will also explore the subtleties of conflict resolution: how to name interests in a way that is both accurate and helpful to problem-solving and the depth of discussion required.

**Pre-Requisite:** One of Non-Neutral Mediation, Negotiation Skills and Processes, Mediation Skills and Processes, or Facilitation Processes: Building Consensus and Creating Engagement.

**Course Goals:** To provide participants with a greater understanding of the difference between positions and interests and additional tools to help shift the parties from positions to interests. Participants will practice these skills in a negotiation, mediation or non-neutral mediation role play, depending on which other courses they have taken. The course assumes participants are familiar with at least one of these models, so a review of previous course manual(s) before the beginning of the course is recommended.

**Course Objectives:** At the completion of this course, students will be able to:

- Appreciate why people take positions and the various ways in which positions are expressed
- Consider how to name interests in a way that facilitates problem-solving
- Refine the communication skills learned in Collaborative Conflict Resolution that facilitate the shift from positions to interests and add to their 'toolbox'
- Apply the skills and concepts learned in this course to real and fictional situations through practice negotiations or mediations with coaching from the instructor and knowledgeable coaches

### Attendance Requirements:

Students are required to attend 100% of class time in order to receive a completion for this course. A grade report can be printed from myWCS.

### Code of Student Conduct

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at The University of Western Ontario, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of sanctions that may be imposed, and set out the disciplinary procedures that the University will follow. For the complete Code of Student Conduct: <http://www.uwo.ca/univsec/pdf/board/code.pdf>.

### Course Schedule:

#### Day One Topics

Definitions: Positions, Interests, Issues  
Imagining Interests  
Levels of Interests

## BREAK

Why People Don't Reveal Their Interests  
Impact of the Positional Paradigm on Negotiation and Mediation  
Creating an Environment Where People Will Share Interests

## LUNCH

Strategies for Negotiators and Mediators to Discover the Parties' Interests  
Reframing  
Reframing Exercise

## BREAK

Naming and Summarizing Interests Throughout the Negotiation or Mediation  
Independent Standards  
Generating Options

## Day Two Topics

Role plays in small groups with coaches

### **Evaluation Method:**

As part of the course/instructor evaluation, a survey will be sent to you electronically by Continuing Studies. You will be asked the following questions. Please consider these throughout the course.

1. How would you rate your overall experience?
2. Please indicate your agreement with the following statements:
  - a. The course content was relevant and valuable.
  - b. The instructor conducted class sessions in an organized, well-planned manner.
  - c. The instructor explained concepts clearly.
  - d. The instructor displayed enthusiasm and energy in conducting class sessions.
  - e. The instructor made me feel comfortable in the learning environment.
  - f. The instructor encouraged my participation and interaction.