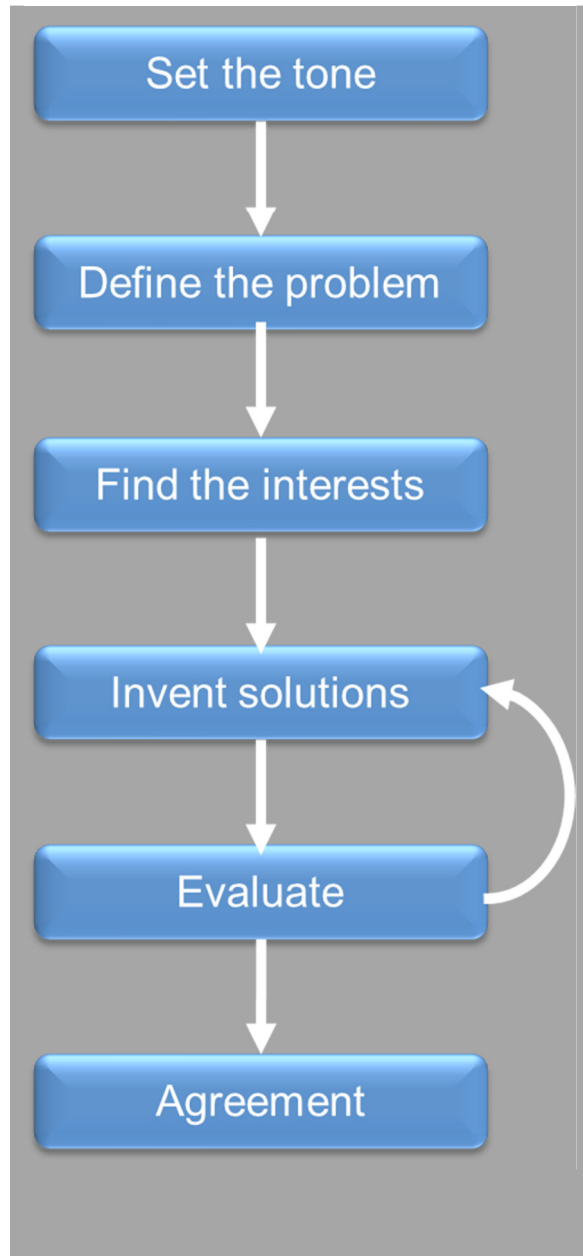


Interest-Based Problem Solving

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1. Create an atmosphere of openness and transparency. Get everything out on the table – Intentions regarding both the problem and the relationship. Come to an agreement on the problem-solving process.
2. Define the problem formally – develop a statement of the issues that need to be resolved.
3. This is the most important step. Leveraging the tone set in step 1, gain a mutual understanding of each party's wants, needs, and/or desires underlying the issues identified in step 2.
4. Jointly develop a large number of potential solutions that address as many of the interests of all the parties as possible.
5. Test the possible solutions against the interests. This process often helps clarify issues and suggest additional solutions
6. Select the solution that meets the greatest number of interests that are most important to the parties. Note that the focus on the relationship in step 1 will come into play here, helping to gain acceptance in the event that not all interests are satisfied.

Reference

Tamm, James W. and Ronald J. Luyet. *Radical Collaboration*, 2004