

# Problem Solving Planner

Taking a few minutes to assess and analyze the current situation and plan for the changes and results you would like to see can help identify the best fit of available resolution choices. This tool provides a quick and systematic approach to assess and analyze the current situation. It is designed to assist you in identifying the best fit of available resolution choices and planning for the changes and results, you would like to see.

<b>SITUATION ASSESSMENT</b>	
<b>Where are we?</b>	
<ol style="list-style-type: none"> <li>1. Assessing the current situation is the first step. Considerations include: Who are the <i>players</i>?</li> <li>2. How would you describe the problem or issues? Describe in a neutral fashion. What is the current state of affairs?</li> </ol>	
<b>THE PARTICIPANTS</b>	
(list contact names and use an additional sheet for each player, as needed)	
Other Company(ies):	
Principal contact(s):	
Regulator(s):	
Government(s):	
Other party(ies):	
<b>SITUATION DESCRIPTION – CORE ISSUES (<i>THE WHAT</i>)</b>	
<ol style="list-style-type: none"> <li>1. Very briefly, in bullet form, what is (are) the facts for each participant?</li>   <li>2. What are the issues? (Try and describe at least three aspects of the situation, in a neutral non-positional fashion or in a factual manner.</li> </ol> <p style="margin-left: 20px;">What are the issues applicable to the other company(ies)?</p>	
<b>THE CURRENT STATE</b>	
Having identified all the issues, very briefly describe where you are at with each of the issues:	

**UNDERLYING REASONS FOR THE DISPUTE (*THE WHY'S*)**

**What got us to this point?**

The current situation is the result of various causes and effects, within all of the companies involved. Personalities, corporate cultures and objectives, policies and procedures, financial factors or external pressures may have contributed to the current situation. Analyze the causes and effects by filling in any circles that apply to the situation, or add other possible causes below and explain:

- |   |  |   |
|---|--|---|
| <input type="radio"/> Information                   | <input type="radio"/> Technical merits                               | <input type="radio"/> Legal issues                |
| <input type="radio"/> <b>Interpersonal conflict</b> | <input type="radio"/> <b>Differences of opinion</b>                  | <input type="radio"/> <b>Strongly held values</b> |
| <input type="radio"/> Differing interests           | <input type="radio"/> Perceived differences <input type="checkbox"/> | <input type="radio"/> Other:                      |

(REMEMBER TO FURTHER EXPLAIN ANY CAUSES AND EFFECTS IDENTIFIED) might be.)

**Where did we start from? What's behind our dispute?**

YOUR COMPANY	OTHER COMPANY (IES)
<ul style="list-style-type: none"> <li>• Concerns:</li> <li>• Hopes:</li> <li>• Expectations:</li> <li>• Assumptions:</li> <li>• Priorities:</li> <li>• Beliefs</li> <li>• Fears:</li> <li>• Values:</li> </ul>	<ul style="list-style-type: none"> <li>• Concerns:</li> <li>• Hopes:</li> <li>• Expectations:</li> <li>• Assumptions:</li> <li>• Priorities:</li> <li>• Beliefs</li> <li>• Fears:</li> <li>• Values:</li> </ul>

**Based on the interests you (and the team) have identified, what are the next steps?**  
(To enhance this answer, try utilizing the Cost/Benefit Tool)

YOUR COMPANY	OTHER COMPANY (IES)

**What are the challenges that have hindered resolution thus far?**

Examples may be...

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Present Corporate negotiation strategies</li> <li>• Want to gain an advantage over the other party(s)</li> <li>• Do not trust other party(s) to negotiate in good faith</li> <li>• Concerned about losing control, power or money</li> <li>• Other strategies perceived as "weaker"</li> <li>• Personal reluctance to change strategy</li> <li>• Other:</li> </ul> | <ul style="list-style-type: none"> <li>• Indirect competition with other Party(ies)</li> <li>• Present strategies have been successful in the past</li> <li>• See other Party(s) as using negotiations as a stalling tactic</li> <li>• Senior management do not support negotiation style</li> <li>• Reluctance to utilize outside resources / ADR professionals</li> <li>• Matter is not a high enough priority to my company</li> <li>• Other:</li> </ul> |
|---|---|

### UNDERLYING REASONS FOR THE DISPUTE (*THE WHY'S*)

What are the costs?

The costs of action or inaction are direct and indirect. Direct costs include human resources (people), financial resources (money) and time. Indirect costs also include the potential impact on relationships (personal and corporate). Consider these potential costs, and if possible, estimate the direct and indirect costs below:

- People:
- Money:
- Time:
- Relationships
- Personal:
- Corporate:

Now you may again, also consider the Cost/Benefit Tool to carry your strategy forward...

### ACTION PLAN – RESOLUTION CHOICES

Having worked through the issues and/or overall dispute and understanding the reasons behind them, brainstorm some possible solutions/options to the underlying reasons for the dispute to ascertain if they meet yours and the other party(ies) 'needs' etc.

