

# Interest-Based Problem Solving

# Shared Interests

Madison Metropolitan Sewerage District Commission  
May 27, 2021

Madison Metropolitan  
Sewerage District



# Negotiation Defined

---

An interaction by which two or more parties, with some apparent conflict, seek to do better through jointly decided action than they could otherwise do alone.

## Outcomes

- **Complete Failure**  
(no agreement; breakdown)
- **One-sided Outcomes**  
(one side wins; one loses)
- **Partial Success**  
(agreement to compromise)
- **Success**  
(joint maximization of each other's interests)

# Negotiation Tactics

- Relationships are valuable
- Both sides can win something significant
- Information is shared openly
- Listen deeply to try to understand the other side's perspective
- Seek mutually held interests to drive multiple options
- Winning is the only thing that counts
- For me to win, you must lose
- To help you is a sign of weakness; it will hurt me
- Discount, discredit, and ignore the other side's perspective
- My power comes from opposing, criticizing, and beating you



"WE'RE IN THIS TOGETHER."

# Interest Based Problem Solving

- Separate the people from the problem
- Focus on interests, not positions
- Generate multiple options
- Separate option generating from evaluation
- No rank in the room
- Focus is on mutual interests; everyone is helping to address all interests.
- All voices are heard.





Often Personal; Grounded  
in Peoples' Values

# INTERESTS

Hopes, Needs, Worries, Concerns

Why?





Specific Action(s)

# POSITIONS

Options, Choices, Ideas, Solutions

What?  
How?



# Interest vs. Position

- **Interests:**

- MMSD wants to maintain a good relationship with DNR
- DNR wants to maintain a good relationship with MMSD
- Protect public health for people recreating
- Don't want people to get sick
- Improved regional water quality
- Cognizant of climate change in operating conditions
- Positive public perception
- Public confidence/trust

- **Positions:**

- Mad Met must abide by the extended disinfection season set in the proposed permit.
- Extended disinfection season but not as extended as proposed permit.



# Operating Guidelines

Guidelines assist the team to understand how meetings are going to be run related to:

- Interests
- Participation
- Safe space



# Operating Guidelines



- Develop operating guidelines to:
  - Self-moderate
  - Get voices out
  - Ensure participation
  - Self-facilitate
  - Hear from extroverts and introverts
  - Ensure that all interests are heard