

The background of the slide features a close-up photograph of several thick, multi-colored ropes (yellow, green, red, blue, pink, and grey) that are loosely bundled together and then tied into a complex knot on the right side. The ropes extend from the top left towards the bottom right, creating a sense of movement and connection.

Interest-based Dialogue

An Inspired Engagement Learn, Engage and Thrive Workshop

Handouts for this session may be downloaded from
The Conference App or
www.inspired-engagement.com/workshop-resources



INSPIRED ENGAGEMENT

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A C A D E M Y™



Activator-Command-Ideation-Strategic-Relator
Learner-Input-Intellection-Significance-Communication

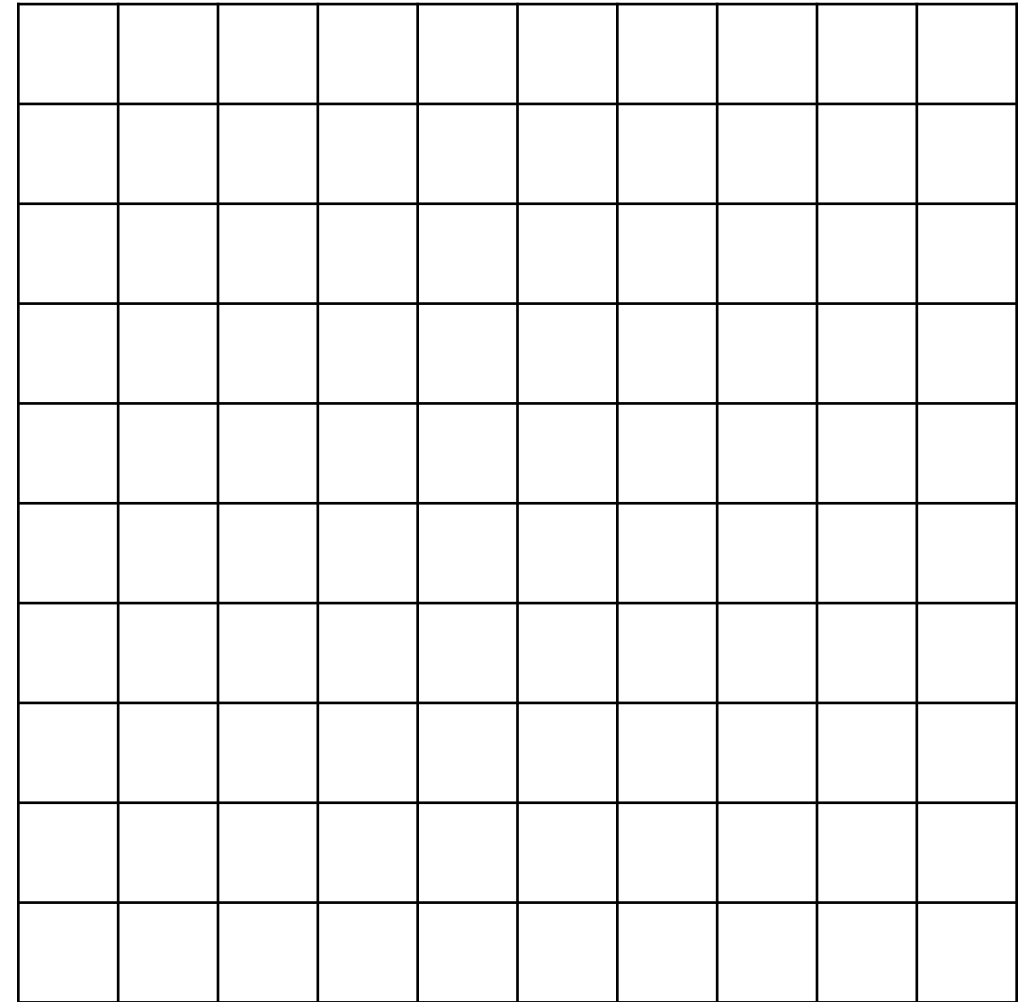
Get Points!

Take turns marking 1 X or 1 O at a time.

Goal is to make points.

1 point is scored for each consecutive string of 5 X's or O's, in any direction, vertical, horizontal or diagonal.

NO TALKING!







What is interest-based dialogue (IBD)?

An open exchange of interests related to conflicting or differing ideas in which parties feel equally heard, respected, and unafraid to voice dissenting opinions for the purpose of reaching a mutually comfortable resolution.





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An open exchange of interests related to conflicting or differing ideas in which parties feel equally heard, respected, and unafraid to voice dissenting opinions for the purpose of **reaching a mutually comfortable resolution.**



A close-up, black and white photograph of a hand holding a pencil, writing on a crossword puzzle grid. The grid is partially filled with words, and the hand is positioned over a specific square. The background is slightly blurred, showing more of the puzzle and some text from a nearby page.

A Good Solution

What does a good solution look like?

A grayscale photograph of a hand holding a pencil, writing on a crossword puzzle grid. The grid is partially filled with letters, and the hand is positioned over the grid, suggesting the act of solving the puzzle. The background is dark, and the grid is light-colored.

A Good Solution

Meets primary interests of most and is acceptable to all.

Sometimes just better than the alternative of no solution.



Positions and Interests



A POSITION is a single solution to a problem



An INTEREST is a need, desire or concern related to the issue

what you want, what you need, what you fear,



(P)osition or (I)nterest

A neighbor borrows and does not return your yard tools.

P or I ? I will not let you borrow anything else without a specific promise of when you will return it.

P or I ? I have an unpredictable schedule. When I have a little time to work on my yard, I want to go into my garage and get my tools. I don't want to have go to your house and ask for my things.

(P)osition or (I)nterest

An employee and her supervisor are discussing a remote work arrangement. These ideas come up in the discussion.

P or I ? Supervisor: You need to be in the office on Mondays and Fridays.

P or I ? Employee: Having a less chaotic environment when I'm doing detail work helps me be more accurate.

P or I ? Supervisor: You need to be accessible to our customers.

P or I ? Employee: Three days at home and two in the office would be best.

Position → Interest

What could you ask to find the interests behind these positions?

How could these positions be communicated as an interest?

An employee and her supervisor are discussing the possibility of a remote work arrangement. These ideas come up in the discussion.

P You need to be in the office on Mondays and Fridays.

P Three days at home and two in the office would be best.



(P)osition or (I)nterest

You are part of a team planning a new event to attract adult learners to the college. These comments come up in the planning meeting.

P or I ? The time and location need to be convenient for working adults.

P or I ? We should do this on Zoom.

P or I ? Let's see when the Auditorium is available; it's the best space.

P or I ? We want adults to feel comfortable when with 18-year-olds.

P or I ? Let's get one program from each school to do a presentation.

Position → Interest

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Adversarial Assumptions

- For me to win, you must lose
 - Therefore, we compete
- To help you is a sign of my weakness and will hurt me
- My power comes from opposing, criticizing, and beating you
- Ignores the value of relationship

Face-to-Face Confrontation

Interest-based Dialogue Assumptions

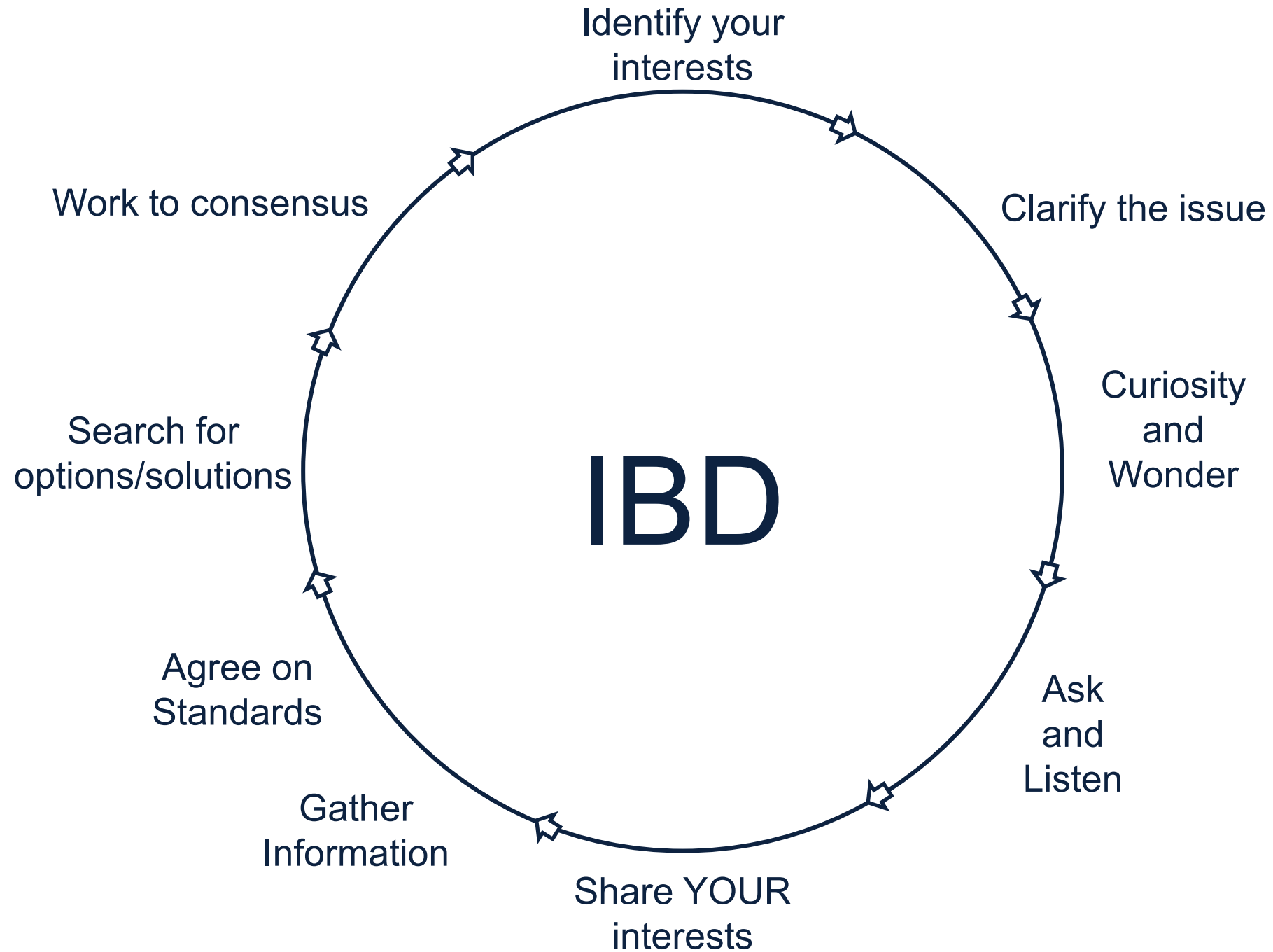
- All parties have legitimate interests
- Dialogue can improve relationships
- Solutions are durable
- Mutual gain is possible
- Values the relationship

Side-by-Side Problem Solving

	POWER	RIGHTS	INTERESTS
Resources Required	High Time, Money, Stress	Costly Time, Money, Stress	Time, Desire and Talent
Outcome Satisfaction	One sided: One winner, One loser	Mixed: Not satisfied Highly satisfied	Mutual Satisfaction is high
Compliance	As long as power is applied	Until a better opportunity presents itself	Very durable
Quality of Relationship	Often destroys	One-upsmanship	Strengthens mutual respect

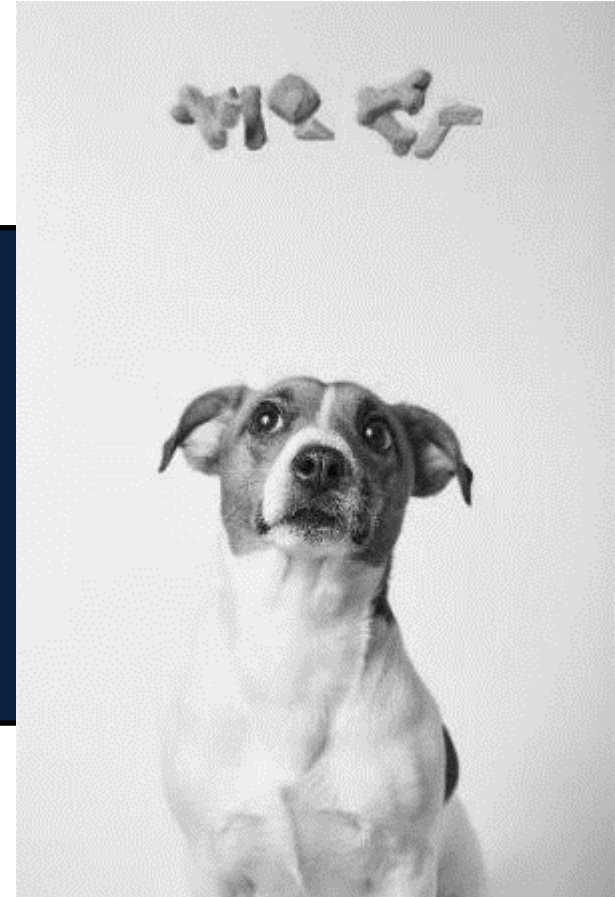
How to have an Interest-Based Dialogue





What are YOUR interests?

Your interests around the issue AND
your interests in having this dialogue.



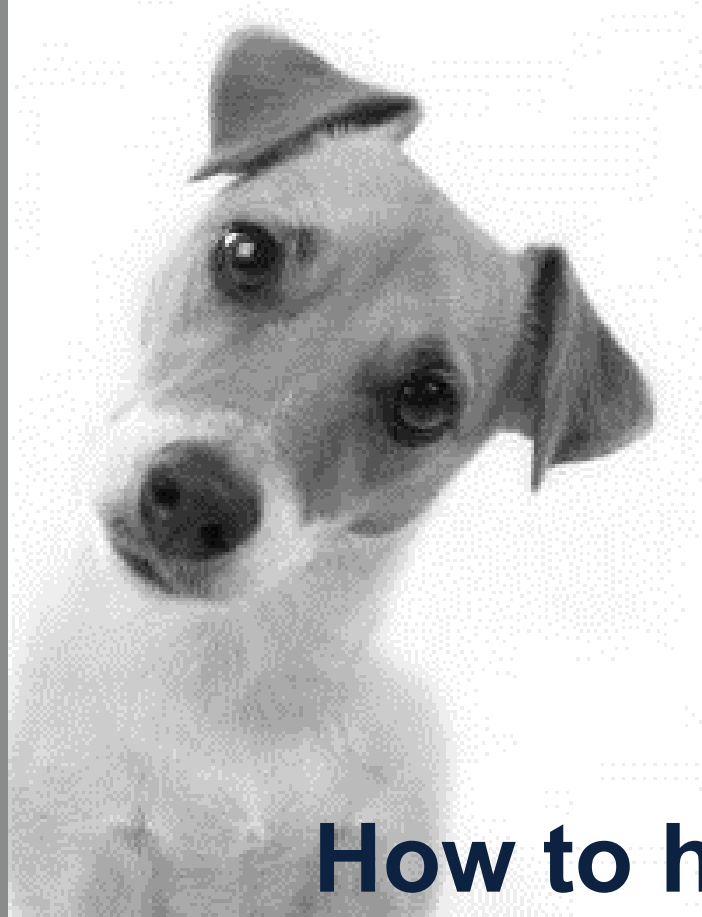
How to have an Interest Based Dialogue

Clarify the issue

- Make sure you are both addressing the same problem or issue
- Content and Relationship



How to have an Interest Based Dialogue



Begin with curiosity and wonder

- Their issue is your issue
- Put yourself in their shoes
- Their interests are legitimate

How to have an Interest Based Dialogue

Ask why or why not?

- Help me understand more about how that works
- Tell me more about that solution



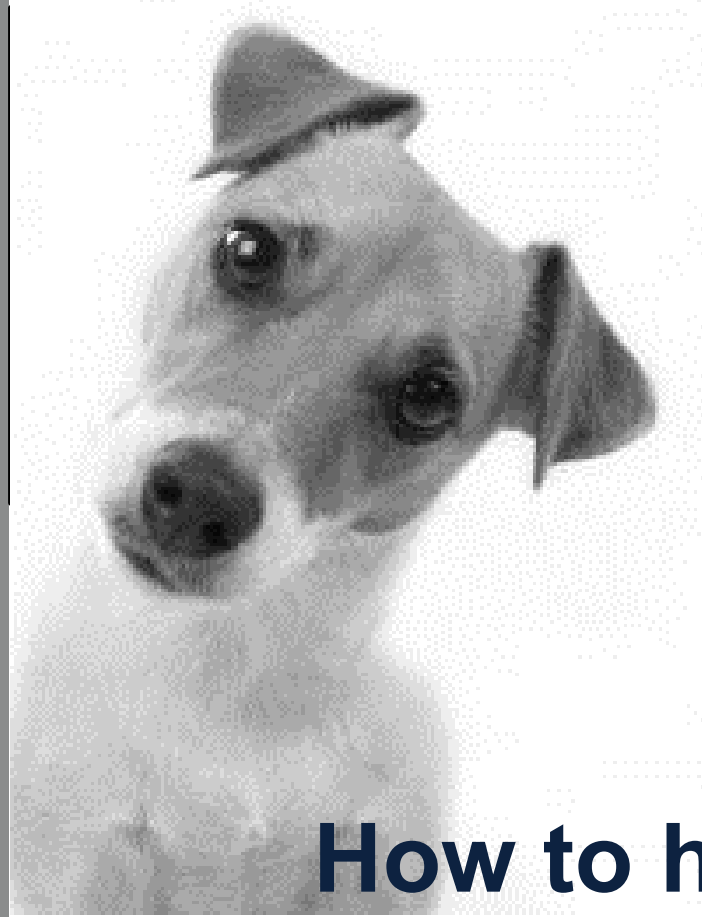
How to have an Interest Based Dialogue

Ask and listen

- Say “Yes, and...” instead of “No, but...”



How to have an Interest Based Dialogue



Share your interests

How to have an Interest Based Dialogue

Share interests,
not positions
Avoid absolutes—never,
always, everyone, etc.



How to have an Interest Based Dialogue

Informed decisions are best

- What information is needed to make an informed decision?
- Agree on the source and credibility of the information



Information

Standards that both parties
can agree are credible to
measure the solution against



Standards

Search for potential
solutions/ options that
meet most interests

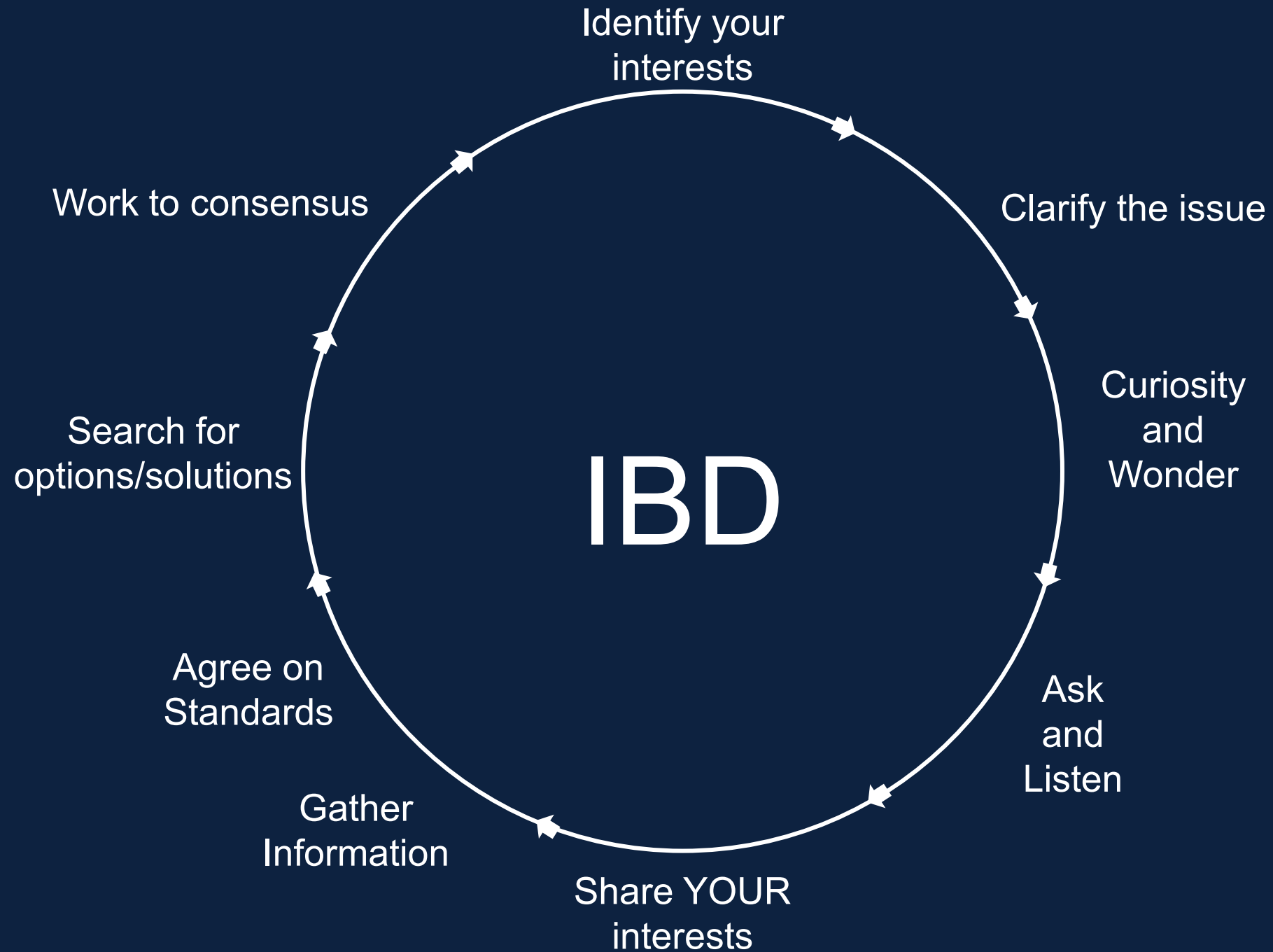


How to have an Interest Based Dialogue

Work to Consensus



How to have an Interest Based Dialogue



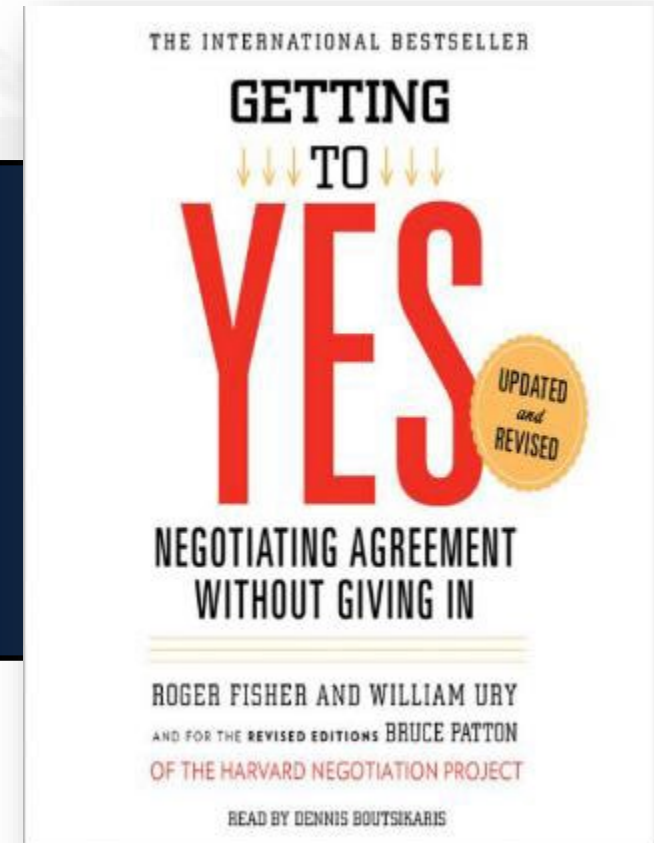
- Don't be the first to defect from the relationship
- Take every chance to communicate
- Forgive
 - For not getting the message
 - For making a mistake
- Rush to admit when you make an error
- Be soft on people, hard on issues
- Find ways to let others save face

Tips for having an Interest Based Dialogue

- Positions are ONE POSSIBLE OPTION
- Find out WHY they want what they want. INTERESTS
- Share WHY you want what you want. INTERESTS
- Get INFORMATION and educate all concerned
- Agree on CRITERIA
- Generate OPTIONS before deciding
- Work to consensus

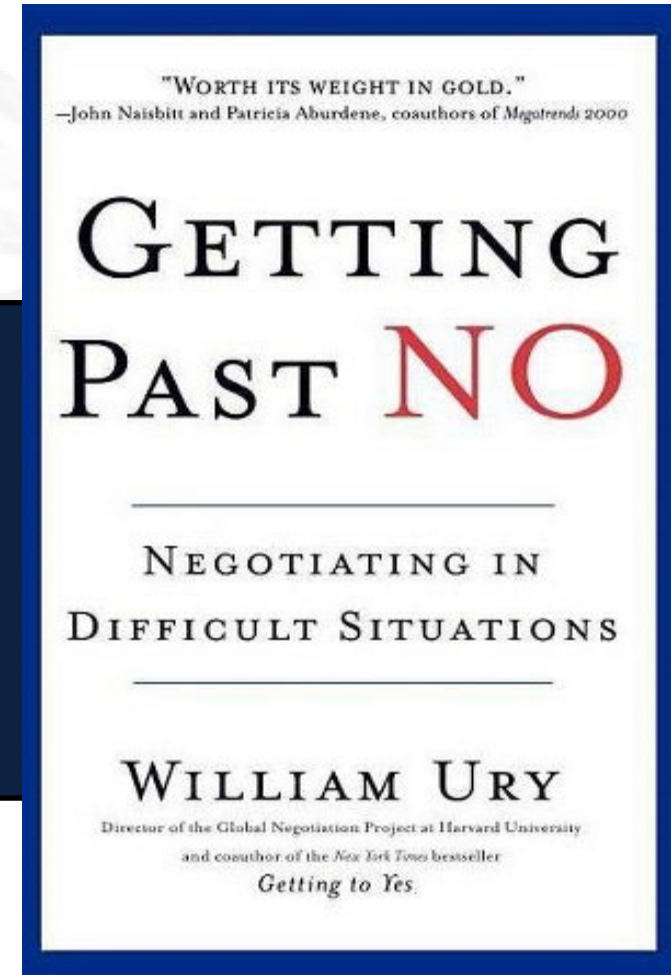
Tips for having an Interest Based Dialogue

Getting to Yes



\$14 Amazon

Getting Past NO



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Share an example when interest-based approach could be applied in your work?



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References, Handout, PowerPoint, Feedback

<https://www.inspired-engagement.com/workshop-resources/>

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