8.1 Find our question tool

twyfords
COLLABORATION

An activity to define the dilemma together

It's not about solving the problem or resolving the issue, it's about using a process to understand it from many perspectives.

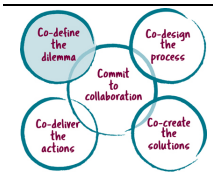
Instructions

1. Read the explanation of the Positions, Interests and Values Triangles, on the back of this tool.
2. From your own personal perspective, think about your own position, interests and values around this project or issue, by answering the following three questions:
    a. When on my soapbox, what do I say about this project or issue? What is my view on this (my Position)?

    b. When thinking about the project and how it impacts me and others, what is important to me (my Interests)? What do I care deeply about (my Values)?

    c. What is the burning question I believe this process must answer? What is the problem from my perspective?

3. Then articulate the question you believe needs to be answered, or the dilemma as you define it.

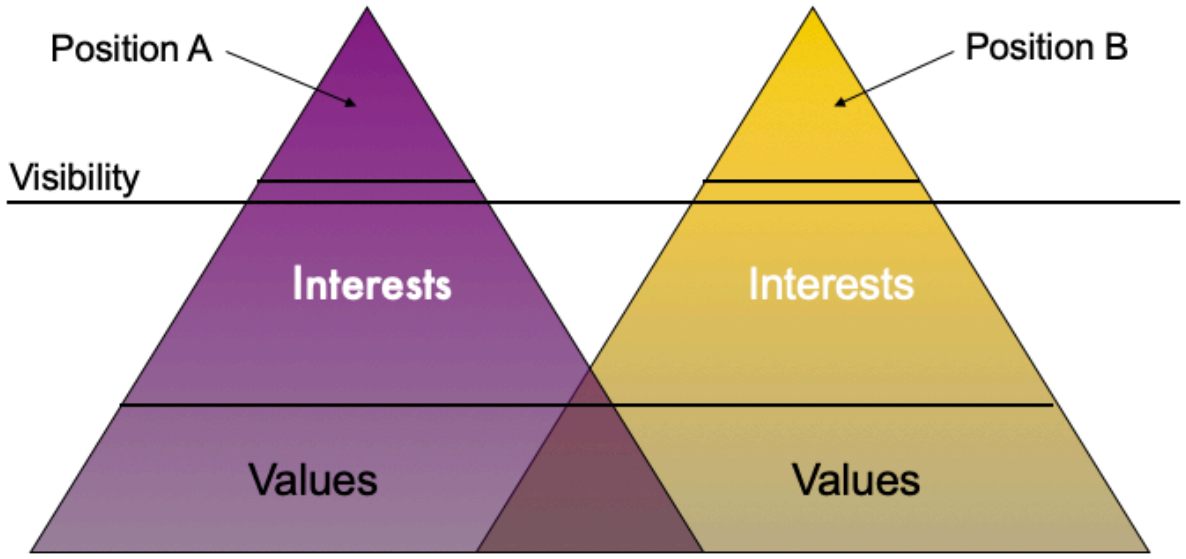


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The Positions, Interests, Values Tool

Working from Conflict to Collaboration



Degrees of dialogue

Positions

When working at the Positional level, party A and party B hold strong and opposing positions. Any dialogue between them is likely to be about defending those positions.
The conflict is more likely to be unmanageable when the parties are focusing on ideologies rather than specific issues and exhibit oppositional and often vindictive behaviours that are aimed at destroying the opposition and winning the war.
The parties may be cold and self-righteous, willing to humiliate and hurt the other party and needing to win 'on principle'.

Interests

If parties A and B are willing to explore below the surface and seek to understand the interests of the other party, they may reduce the conflict inherent in their dialogue.
However, their initial attempts may be insufficient at first because the issues are mixed up with personalities and key information may be withheld in order to retain power.
It may be hard work to share each other's interests in a genuine way and there may be a tendency to assign motives to the other party without understanding and make wrong assumptions.

Values

If the parties are willing to explore even deeper to find out what really matters to the other party, they are more likely to focus on what's important to each, rather than what divides them. They are more likely to clarify issues and problems and gently challenge ideas on both sides. They focus on finding solutions both short and long term. They are each open to changing their views based on new information and together create a safe environment for ongoing dialogue.