What I want - my interests - what I care about (if, tomorrow, the other side agreed to go along with me, what would I want them to do? Note: have more than one request):

Information I need- data that would be useful to know:

Standards I could use- are there standards or criteria related to this negotiation?

My Best Alternatives (BATNA)* - what I can do if we don't reach agreement:

Their Interests (not just their positions) - what I think they care about:

Their Alternatives - what they can do if we don't reach agreement:

Possible Options - solutions that meet interests – not just positions:

*The concept of knowing your BATNA is from Fisher and Ury, Getting to Yes

Questions to ask if they say "no": How is that a problem? What would you rather have? What would that do for you? If you could implement this, would you?

Commitment: summarize specific agreements, action plans, time frames