

ROLE OF CLIENTS

1. Commit to the process.
2. Adhere to the principles of the collaborative approach.
3. Respect the process needs of the other.
4. Honour the agreed upon process rules.
5. Help develop information and provide disclosure of all important information.
6. Undertake tasks to keep costs down.
7. Express needs clearly without blaming or judging.
8. Respect the perspectives, interests, and values of the other party.
9. Explore differences in perspectives, interests, and desired outcomes rather than react to them.
10. Let go of positions and focus on interests.
11. Generate as many options for settlement as possible.
12. Look for solutions that meet the interests of both parties.
13. Let go of past frustrations and focus on the future.
14. Take responsibility for the outcome.