

: Ughf UW BY[chUjcbg FJ[\ hrc -bZfa Ujcb UbX -bZfa Ujcb Dfj] UWn

>> 'GYj Yb'9 `Ya Ybhg'Df YdUf Ujcb`K cf_g\ YYh`

fbhYf Ygfg

K \ UhiUFY'h Y'i bXYf`mjbl []bhYfYgfg'fbYYXg'bchik UbhgLcZH Y'cH Yf'dUfm8`K \ UhiUFY'nci f`]bhYfYgfg3

Cdhjcbg

K \ Uhicdhjcbg'a J[\ hgUhgZnih YgY'i bXYf`mjbl []bhYfYgfg3

- | | | |
|---|--|---|
| <input type="checkbox"/> inspection | <input type="checkbox"/> administrative access | <input type="checkbox"/> third party consent |
| <input type="checkbox"/> redaction | <input type="checkbox"/> apology | <input type="checkbox"/> narrow scope |
| <input type="checkbox"/> material which adds context | <input type="checkbox"/> summary | <input type="checkbox"/> deletion |
| <input type="checkbox"/> explanation by decision maker | <input type="checkbox"/> amendment | <input type="checkbox"/> annotation |
| <input type="checkbox"/> explain records management practices | <input type="checkbox"/> other source | <input type="checkbox"/> other (please specify) |

@Y[]hja UWn

K \ JW `di V`JW]bhYfYghZMWcf'g'a J[\ hUdd'n8`K \ Uich Yf`ZMWcf'g'a J[\ h]a dUWidYfWdhjcbg'cZUjfbYgg3

FYUjcbg\ jdg

<ck `XcYg'h YfYUjcbg\ jd'k]h `h Y'cH Yf'dUfm]a dUWibY[chUjcbg3`<ck `Wub'nci `ja dfcj Y'fYUjcbg3

7 ca a i b]WUjcb

K \ Uhi_Yria YggU[Yg'bYYX'lc `VY'gYb18`K \ Uhei Yghjcbg'bYYX'lc `VY'Ug_YX3`<ck `UFY'h YgYVYghWta a i b]WUjcb3`

- | | | |
|----------------------------|------------------------------|--------------------------|
| 9mpathy – be understanding | 5tention – convey your focus | Fespect – admire efforts |
|----------------------------|------------------------------|--------------------------|

5`hYfbUhj Yg

K \ Uh]g'nci f`VYghUhhfbUhj Y'lc `UbY[chUjcbg'U[fYYa Ybh16 5HB5L3`K \ Uh]g'h Y'cH Yf'dUfm]g'6 5HB5 3

7 ca a]ha Ybhg

K \ c`k]`Xc`k \ UhZk \ Yb`UbX \ ck 3

- I have authority to make these commitments The other party has authority to make these commitments

*The seven elements model is drawn from the chapter "Negotiation" by Bruce Patton in Michael L. Moffitt and Robert C. Bordone, eds The Handbook of Dispute Resolution Program on Negotiation, Jossey-Bass, 2005. The material in this worksheet was developed with the assistance of Professor Tania Sourdin. The E.A.R model is adapted from Bill Eddy, It's All Your Fault! 12 Tips for Managing People Who Blame Others for Everything, HCI Press, USA 2008. Copyright: OIC (Qld), License CC BY-NC-SA.