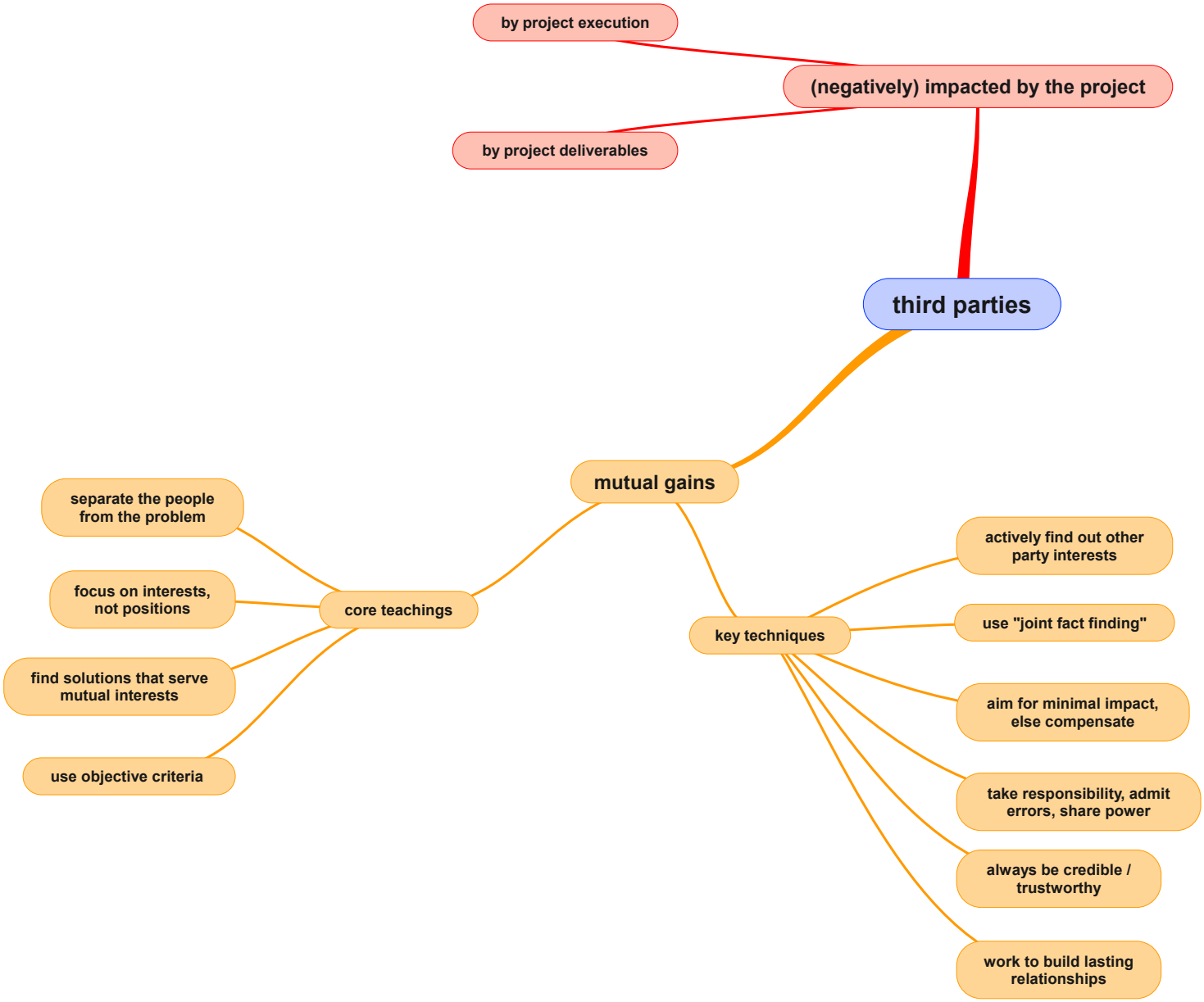
by project execution
(negatively) impacted by the project
by project deliverables
third parties
mutual gains
separate the people from the problem
focus on interests, not positions
core teachings
find solutions that serve mutual interests
use objective criteria
actively find out other party interests
use "joint fact finding"
key techniques
aim for minimal impact, else compensate
take responsibility, admit errors, share power
always be credible / trustworthy
work to build lasting relationships