

Diagnosing Disagreement

Think about the disagreement(s) that Pam Albright will have to navigate in her intra-departmental negotiations and answer the following questions with that situation in mind.

A. What is the disagreement about?

Summarize the disagreement among Pam's Department of Health colleagues:

1. Facts. Is the disagreement about FACTS? Are there different definitions of the problem? Are conflicting parties coming at the problem with different pieces of relevant information?

2. Goals. Is the disagreement about GOALS? Are there different views about **what** is to be accomplished?

3. Methods. Is the disagreement about METHODS? Are persons disagreeing about tactics, strategies, how to get it done?

4. Values. Is the disagreement about VALUES? Are persons disagreeing about the way power should be exercised, about what is “good” or “moral” or “ethical?”

B. What other underlying factors are at play?

1. Do the disputing parties have access to the same information? If not, describe what you know about the information each is working with.

2. Do you think there a difference in the way each party perceives the information they have? How you think the role or job of each party may influence attitudes toward the disagreement?