



ICEBERG MODEL

POSITIONS

What people want, often revealed as:

Accusations: You never include me!

Demands: Give me \$50 NOW!

Judgements: You are such a liar!

INTERESTS AND NEEDS

What should be addressed in order to truly resolve a conflict.

Interests: I want to be a part of the group and do fun things with them.

Needs: Autonomy and Community

Interests: I want to get some new clothes and snacks,
and I am worried I won't be able to.

Needs: Sustenance and Safety

Interests: I want to trust those around me.

Needs: Understanding