

Library Story

Two students are in a library. They are sitting near a window.

One person wants to close the window. The other person wants the window open.

They argue about the window. They talk about how far to leave the window open. Nobody is happy. They are talking loudly. They are starting to bother other students.

A librarian comes over. She talks to the two students. She asks one student, "Why do you want the window open?"

"I want fresh air. It helps me study" he says.

The librarian talks to the other student. She asks, "Why do you want the window closed?"

"I don't like the cold blowing air. It makes me feel uncomfortable" she says.

The librarian thinks for a minute. Now she knows how to solve this problem with a win-win solution. [1]

Questions

1. What were the two positions?
2. Why were they conflicting?
3. What were the interests of the students?
4. What did the librarian do?
5. What does this story teach is about negotiation?