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### PREPARE FOR THE MEETINGS

Prepare a list of important points you would like to focus on during the Problem-solving. Clarify your position and interests in advance and brainstorm alternative solutions that could address your concerns. Agreement is rarely reached if no concessions are made.

2

### COORDINATE A COMMON POSITION

A case will usually involve participants with different views on an issue. It is also common for impacted communities to count on civil society organisations' (CSOs) support. Consolidate around a common position, which is why it is advisable to consolidate around a common position in advance and consider all viable alternatives.

3

### RESPECT CONFIDENTIALITY

Problem-solving is a confidential process, i.e. no discussions should be shared outside the Parties. The bilateral meetings that the neutral expert may hold with you or the other party are also confidential in nature and thus cannot be disclosed to the other party. Failure to respect confidentiality by any of the parties may lead to termination of the process.

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### CONSIDER VARIOUS RESOLUTION ALTERNATIVES

During Problem-solving, parties are invited to jointly brainstorm and consider a number of settlement options and creative solutions. To make the most of the process, remain open to different ideas and options without necessarily agreeing on them. Be aware that the process involves a separate stage when the feasibility of all options is assessed by the parties. Be prepared and set objective criteria to help you decide on any given option.

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### ENSURE COMMITMENTS AGREED ARE REALISTIC

If you have reached an agreement, review it carefully before signing to make sure that you can comply with it. If some of the provisions cannot be implemented, please flag this before signing. Even if no agreement is reached, make sure you reflect on the benefits the process might have brought and how it can help you in future engagements with the other party.

#### About the Problem-solving function at IPAM:

The Problem-solving function at IPAM supports dialogue between requesters and clients to resolve the environmental, social and public disclosure concerns of requesters in relation to a project financed by the EBRD. IPAM engages with project-affected people, clients and other stakeholders as neutral third party, in order to help find mutually satisfactory resolutions through flexible, consensus-based problem-solving approaches.