

THE COMPLAINT

A COMPLAINT HAS BEEN MADE ABOUT THE QUESTION?

THE KEY FACTS

ARE THE KEY FACTS CLEAR AND WELL DOCUMENTED?

THE PROCEDURE

HOW SHALL I PREPARE TO ATTEND THE PROCEDURE?

THE REASONS

WHY IS THE OUTCOME OF THE COMPLAINT USATISFACTORY?

1.WHAT

U.D.S. TOOL

THE TOOL HELPS TO CHECK THE AVAILABLE ALTERNATIVES, THE NECESSARY DOCUMENTATION, THE SUBJECTS TO BE INVOLVED, THE PERSONAL OBJECTIVES

4.HOW

2.WHY

THE OBJECTIVES

WHAT DO I WANT TO ACHIEVE NOW?

3.WHERE

THE ALTERNATIVES

WHERE MAY I GET WHAT I'M ASKING FOR?

THE BEST CHOICE

HOW CAN I CHOOSE THE BEST ALTERNATIVE?

THE NEGOTIATION

HOW CAN I PREPARE MYSELF TO NEGOTIATE?