

## Conflict & Dispute Resolution

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### Preparing for Strong Emotions

As you read the material for our next class, keep the questions below in mind. To answer these questions you will have to reflect critically on what you have read and possibly re-read important passages. Keep in mind that there are two basic kinds of information that you need to look for in the reading:

1. What are the main points or conclusions that an author accepts with respect to a particular issue?
2. What are the reasons, important considerations, and evidence that lead the author to accept that conclusion?

For our purposes, *it is information of the second sort that will be our primary concern* since our most basic task is to *evaluate the reasons and evidence* that are offered to support accepting one possible conclusion about an issue, rather than another.

Although I strongly suggest that you write out brief answers to these questions, you do not have to turn in written responses. You do, however, need to be prepared to speak intelligently about these issues at our next class meeting.

#### Reading

- Roger Fisher & Daniel Shapiro, “Emotions Are Powerful, Always Present, and Hard to Handle” & “On Strong Negative Emotions” (website).

#### Questions

1. Fisher and Shapiro present three approaches to dealing with emotions that do not work. What are they and why do they generally fail? What approach do they recommend instead?
2. According to Fisher and Shapiro, why are strong negative emotions problematic during conflict resolution?
3. Before a negotiation, how do Fisher and Shapiro recommend that you prepare an emergency plan for strong emotions to (A) calm yourself (and them) down, (B) diagnose your (and their) emotional triggers, and (C) react emotionally with a purpose?