

# CONFLICT & DISPUTE RESOLUTION

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## Communicating & Appreciating

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

- Fisher, R., & Shapiro, D. (2005). Express Appreciation. In *Beyond Reason: Using Emotions as You Negotiate* (pp. 25–51). New York: Viking Penguin.

### Questions

1. According to Fisher and Shapiro, what are the three elements to expressing appreciation during conflict resolution? What concrete recommendations do they give for doing each of these?
2. If you express appreciation to the other party during a conflict, does that mean you are yielding to their point of view? Why or why not?
3. What actions do Fisher and Shapiro recommend you do in order to help the other party express appreciation towards you?
4. Putting all this together, why does expressing appreciation to the other party encourage wise agreement?