

# CONFLICT DISPUTE & RESOLUTION

---

## Building Affiliation

### Instructions

As you read the material for our next class, keep these questions in mind. To answer them, 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). Build Affiliation. In *Beyond Reason: Using Emotions as You Negotiate* (pp. 52–71). New York: Viking Penguin.

### Questions

1. What is affiliation?
2. What do Fisher and Shapiro mean by structural connections and personal connections? What is the difference between them?
3. What tactics do Fisher and Shapiro recommend you try in order to find and build new structural connections with the other party during conflict resolution?
4. What tactics do Fisher and Shapiro recommend you try in order to improve personal connections with the other party during conflict resolution? What do they recommend you try if you are worried that you cannot publicly show (to your constituents, i.e., the people that you are representing during the conflict) a personal connection with the other party?
5. Putting all this together, why does building affiliation with the other party encourage wise agreement?