

Emergence of Cooperation

Factors influencing the willingness to cooperate:

1. Positive factors

- 1.1. Desire to find a solution (personal will, discomfort with the situation, or incentives from the surroundings)
- 1.2. Constructive communication (readiness of the parties to understand each other's points of view)
- 1.3. Desire to reconcile (wish to maintain, reestablish, or improve the relationship with the other party)
- 1.4. Amiability (attitude and behavior of showing openness, courtesy and good face toward the other party // does not mean: accommodation)
- 1.5. Receptiveness to interests (readiness to take the needs and interests of the other party into account // does not mean: surrender)
- 1.6. Acceptance of one's share of responsibility (does not mean: accepting total responsibility or guilt)
- 1.7. Confidence in the possibility of finding an equitable solution

2. Negative factors

- 2.1. Hostility (attitude and behavior indicating the willingness to isolate, intimidate or belittle the other party; blaming; etc.)
- 2.2. Indifference to interests (verbally or nonverbally showing a lack of consideration for the other party's interests or arguing about the relevance of the other party's interests)

Source: Jean Pointras, *A Study of the Emergence of Cooperation in Mediation*, Negotiation Journal, Volume 21, Number 2, April 2005