

Helping People to Deal with Emotions in Negotiation

The source of emotions lies in how events are appraised, not in the events themselves. To change the emotion, one must change the appraisal. However, no one can directly alter or modify a person's appraisal but that person.

To help someone reappraise a situation, there are three conditions that are necessary:

- * Creating a safe context for talk

A safe context is private, confidential, supportive, respectful, and allows for venting

- * Helping the person talk about his or her feelings

Warning: Many people are unable to articulate their emotional experience, either because they lack an adequate emotional vocabulary or because they have been taught to ignore their emotions!

- * Facilitating reappraisal

Helping the person to see things differently for him or herself, to see other ways of orienting to the situation or other ways to solve the problem

Source: Tricia S. Jones and Andrea Brodtker, *Mediating with Heart in Mind: Addressing Emotion in Mediation Practice*, Negotiation Journal, Vol. 17, Nr. 3 (July 2001), pp. 217-244