

Screaming about Logic: Crying with Reason

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By Chenthu Jayachandiran



Defining Conflict

- Multiple parties or perspectives that are interdependent
- Scarcity or perceived scarcity in resources
- Vested interest in or consequence dependent on outcome
- An overt or covert emotional reaction



Defining Emotion

- An intense Mental State
- Arises autonomically in the nervous system rather than through conscious effort
- Evokes either a positive or negative psychological response
- May or may not manifest itself in physiological response



Defining Logic

- Governs the validity of arguments
- Governed by the principals of *correct* reasoning
- Results in verifiable and predictable responses



What are some emotions you experience during conflict?

- Anger
- Sadness
- Jealousy
- Inadequacy
-
-

Messages about emotion in conflict

- “Don’t get your undies in a knot”
- “Cry me a river”
- ???

Role of Emotion in Conflict

- But are emotions verifiable and predictable?
- Are they reasonable and “correct”?
- Who decides what is reasonable and “correct”?

Consider these situations...

- Case 1: A friend accuses you of being financially irresponsible because you bought an expensive car
- Case 2: You are playing hockey and you are called for a penalty you did not think you committed, and this results in the other team winning



Consider these situations...

- Case 3: You find out that your sibling who is 16 gets to go to parties till midnight. But when you were that young you had a 10 o clock curfew
- Case 4: Your significant other comes home and informs you that they got the promotion that they wanted, but to accept it you have to move to Texas (which you aren't thrilled about)

- Who is the conflict with?
- What is the conflict about? (What resources are scarce or what varying perspectives)
- What are reasonable or predictable emotional reactions?

So given that....

- “When one is in a conflict situation, an emotional reaction is inevitable”
- Do you agree with this statement?
- Why? Why not?

So what do we do with the emotions?

- Traditional school of thought rejects the role of emotion in conflict resolution
- New school of thought integrates emotion in conflict resolution
- Validates and recognizes emotions as a logical and predictable response to conflict
- Regulates the expression of emotion for the purpose of achieving resolution

The logo for Superior University, featuring the word "Superior" in a black, cursive script font. The word is underlined with a thick yellow brushstroke. In the background, the letters "SUW" are visible in a light gray, blocky font.

What can emotion do in a conflict?

- Expression of emotion is the critical factor in determining if a conflict spirals into a higher intensity conflict, or if it transforms into one of lower intensity and ends in eventual resolution
- <http://www.youtube.com/watch?v=8hEtN0-vF90>



Effectively expressing emotion...

- Consider the P.I.E concept...
- Seek to understand the rationale of emotions
- Attempts to reason out viable solutions for expression

“P” Stands for...

- **Pause!!!**

- Understand that you don't have to react immediately
- Allows time for both or all parties to collect thoughts
- Understand that a quick response might give you an immediate advantage, but with negative consequences later.



“I” Stands for...

- Identify emotion: What are you feeling? What are some psychological and physiological responses to the emotion
- Intellectualize: Why are you feeling it? What is the history? What is the value?
- Inventory: What are your options? Evaluate your skills and capacity? Is the stake worth engaging?



“E” Stands for...

- Express (or not... depending on what you decide)
- Take into consideration the audience that you are expressing your emotion to
- Understand that perception and interpretation of your expression is equally if not more important to the outcome



So what if...

- Ed Norton, Bev DeAngelo or Elliot Gould had eaten “P.I.E” during this conflict...
- How could you see this conflict changing?
- What would they have identified and understood about the emotions?
- What were the options?



The next time you are in a conflict...

- Understand that emotions are a natural response...
- Understand that they are reasonable and valid for the person experiencing them and expressing them (or not).
- Eat P.I.E!!!



Questions??



Source

Fisher. R & Ury. W, (1991), *Getting to Yes: Negotiating agreement without giving in.* New York, USA. Penguin Books.