

Emotions and emotional regulation during conflict

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Introduction

- Emotions
- Emotional regulation
- Reconciliation

Psychological Approach

Emotions

Complex reactions that direct, organize, and instill energy for action

Physiology

- General activation
- Emotional flooding

Cognition

- Content
- Form



Relationships

- Affective influence
- Informational influence

Behavior

- General orientation
- Specific action

Emotions and Conflict

Effects of Emotions on Conflict

- Increased Use of Heuristics
- Risk of Emotional Flooding
- Deterioration of Communication
 - Conflict Escalation

Traditional Approach

- Unimportant or disruptive factor
- Suppress or Avoid
- Rules, Law, Judges

Contemporary Approach

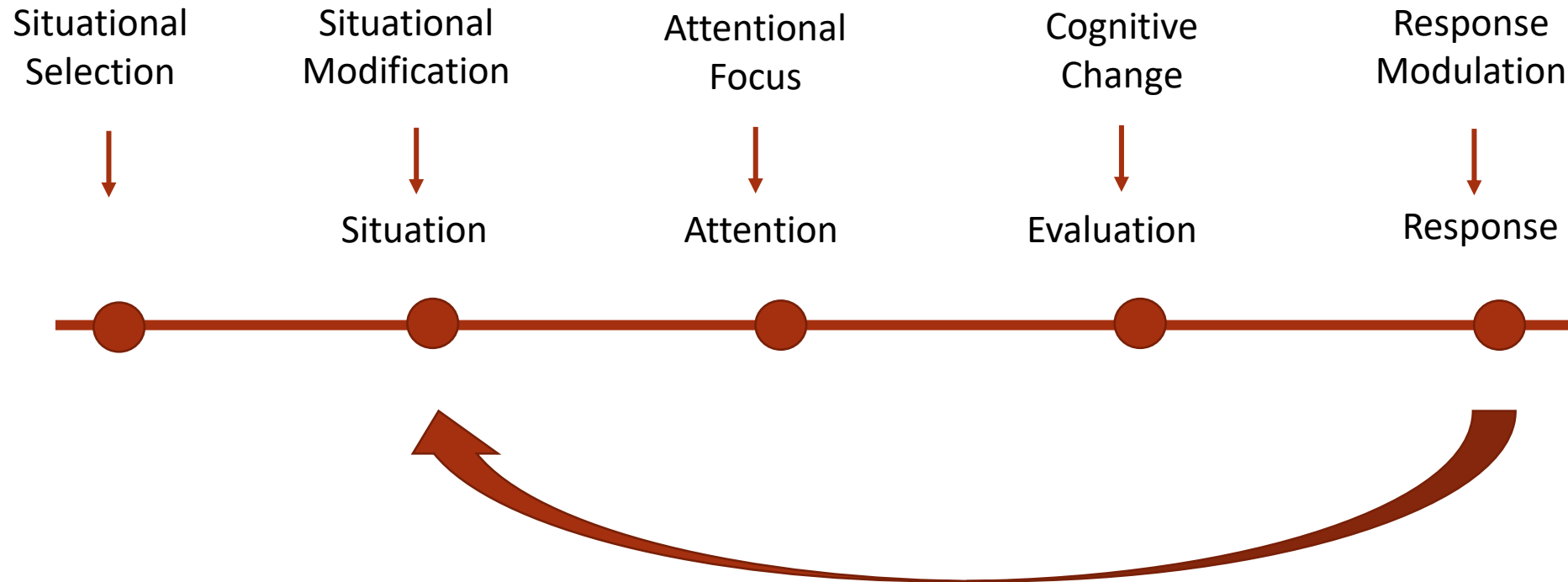
- The center of everything
- Manage
- Mediation, Conciliation

Emotional Regulation

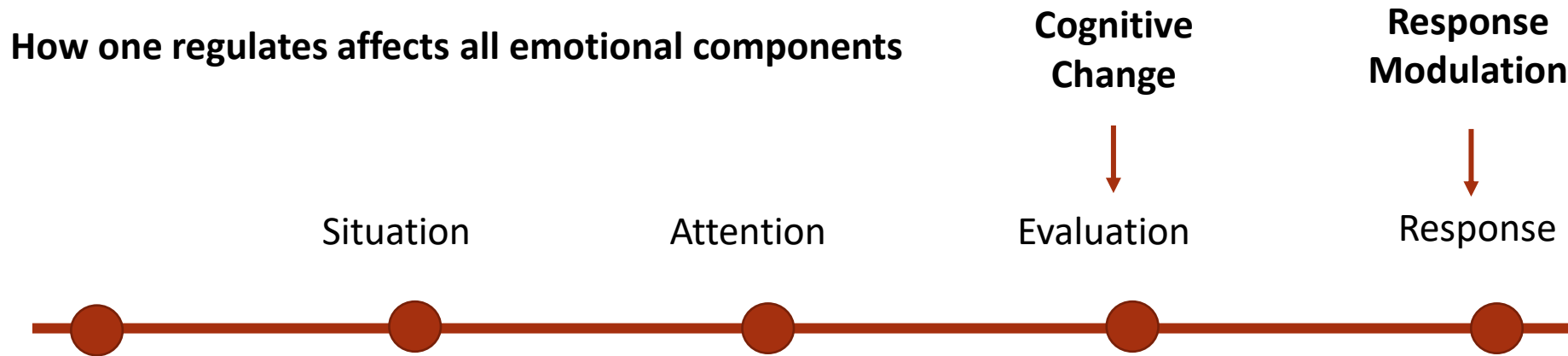
Emotional Regulation

- The process by which one initiates, maintains, modulates or changes the apparition, the intensity or the duration of emotions
 - Type of emotion, intensity of emotion, when one feels the emotions, how to experience emotion, how to express emotion, etc etc etc
 - Upward or Downward
 - Intrinsic (self) or Extrinsic (other)
- Fonctions of regulation
 - Hedonic
 - Instrumental

Emotional Process & Regulation



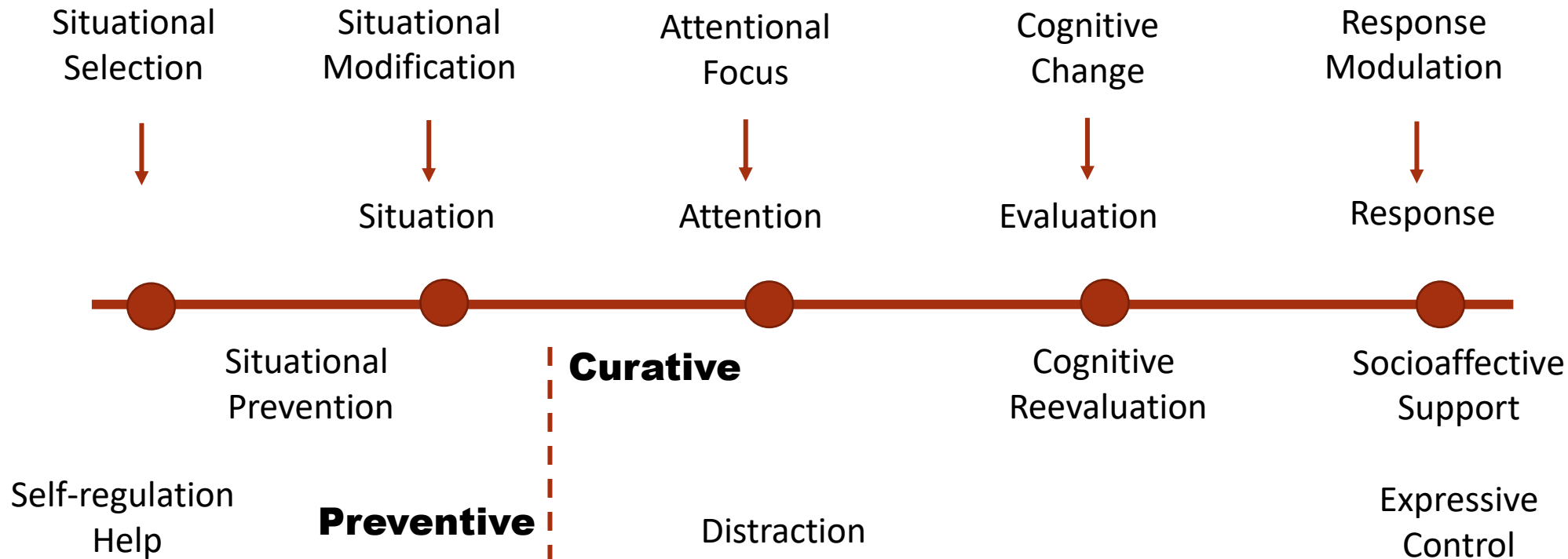
Emotional Process & Regulation



	Cognitive reevaluation	Expressive suppression
Behavior	Changing emotion	Masking emotion
Physiology	Decreased activation	Identical or increased activation
Cognition	Decreased load	Increased load
Relationships	Increased communication	Decreased communication
Health	Positive impact	Deterioration

Social Regulation

When regulation is operated by someone else



Social regulation

	Juge	Conciliator	Mediator

When regulation is operated by someone else

Social regulation

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Action	Decides	Suggests	Accompanies

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Emotions	Some	Some	Central

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Social Regulation	Expressive control	Expressive control Situational prevention (Cognitive reevaluation)	All forms

When regulation is operated by someone else

Emotions

- Affects all part of the process
- Need to be regulated
- Participate to more effective conflict management...

Managing Conflicts

What are we trying to achieve when managing a conflict?

When restoring harmony...

- Closure of emotional episode & of its psychological weight
- Increase compliance to agreement's terms and conditions
- Change of relationship dynamics and empowerment
- Increase of organizational or institutional trust
- (increase in conflict management capacities of managers)

Substantive goals

Perceptual goals

Relational goals

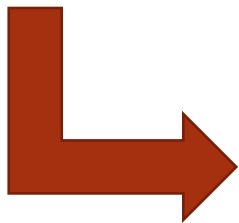
Achieving agreement

Achieving satisfaction

Restoring harmony

Conflicts and transgressions

- **Transgression:** when a legitimate rule, a moral norm and/or a social relationship has been damaged
- Transgressors vs. Victims



- Different situations
- Different threats to individual identity
- Different Needs

The Need-based model of reconciliation

The Need-based model

	Transgressors	Victims
Identity threat	Morality	Assertiveness

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Psychological need	Morality Social belonging Image	Self-determination Efficacy Self-control

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Meeting oneself's needs	Minimization Justification	Revenge Avoidance

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Meeting oneself's needs	Minimization Justification	Revenge Avoidance
Meeting the other's needs	Communicating respect Recognizing transgression Excuses	Showing comprehension Perspective taking Excuses acceptance (forgiveness)

Competitive victimhood

Reasons

To maintain a positive image
To obtain support



Consequences

Decreases openness to pacification
Increases conflict
Reduces empathy and trust

Double Role: Transgressor AND Victim

Transgression < Victimhood

Promoting harmony

Promoting excuses

- Endorsement of responsibility: what one did for conflict to escalate
- Optimal communication: complains instead of critics
- Increasing perspective taking: the many sides of perception
- Combatting biases and errors: increasing motivation and cognitive resources

Promoting excuses acceptance (forgiveness)

- Helping emotional regulation: transforming rumination into cognitive reevaluation
- Modifying offense-related cognition: intentionality and gravity
- Increasing perspective taking: the many sides of perception
- Combatting biases and errors: increasing motivation and cognitive resources

Questions ?

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YouTube:
Psychologie de la gestion des conflits