

oger Fisher and William Ury in their book "Getting to Yes" say that "... human beings are not computers. We are creatures of strong emotions who often have difficulty in communicating clearly. Emotions typically become entangled with the objective merits of the problem."

In a negotiation when parties are involved in a bitter dispute, feelings may be more important than the substance of the dispute. The choices we make, the actions we take and the perception we have, are all influenced by the emotions we experience.

Allowing a flow of emotions during negotiations is as important as finding a solution to the dispute. When a party is letting off steam the best strategy is to listen quietly without interruption. Unfortunately, in the middle of most disagreements or arguments, many people are hit by an emotional wave that causes them to forget any communication skills.

However, emotions are not islands. They are nuanced and complex and create a rich and varied fabric of our emotional life depending upon the capacity to hold, manage and deal with them. Proper control and expressions of our emotions make our living pleasant whereas lack thereof may lead to misery. Releasing emotions can result in a violent quarrel when it leads to an emotional reaction from the other side.

As Mediators often we see parties overwhelmed with emotions, dig into their positions while in conflict. Bitter feelings are generated, anger and resentment build up when parties make, what is perceived as, unreasonable demands. The Mediator needs to listen, reflect and express empathy to give legitimacy to their emotions while encouraging emotion identification. Is it anger, fear, ego or feelings of revenge? It is important to understand what is producing these emotions. After identifying the source, it is important

to convey and also acknowledge the feelings others have. Understanding and learning to manage the unpredictable and fluctuating emotions leads to discussions on the problem and paves way for solutions.

Mediators at Samadhan, Delhi High Court Mediation and Conciliation Centre recognize the importance of diffusing emotions before getting into actual problem solving. Giving room to release emotions in the mediation process leads to transformation of human relationships making it easier to talk rationally and communicate effectively to reach a joint decision.

Veena Ralli Organising Secretary

Justice Sanjeev Sachdeva
Chairman, Overseeing Committee

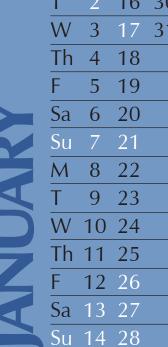
# Preface

1: New Year's Day 2: Local Holiday 17: Guru Gobind Singh's Birthday 26: Republic Day 27: Fourth Saturday

SAMADHAN

13: Second Saturday







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Frustration and anger are not created by the past, but by how we choose to carry the past.





24: Fourth Saturday

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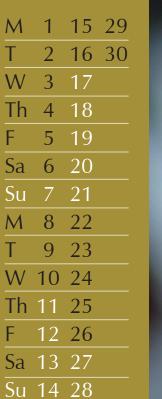
8: Maha Shivaratri 9: Second Saturday 23: Fourth Saturday 25: Holi 26: Local Holiday 29: Good Friday 30: Local Holiday







Court Holidays 11: ld ul Fitr 12, 18, 19, 20: Local Holidays 13: Second Saturday 17: Ram Navami 21: Mahavir Jayanti 27: Fourth Saturday



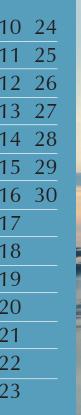


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11: Second Saturday 23: Buddha Purnima 25: Fourth Saturday



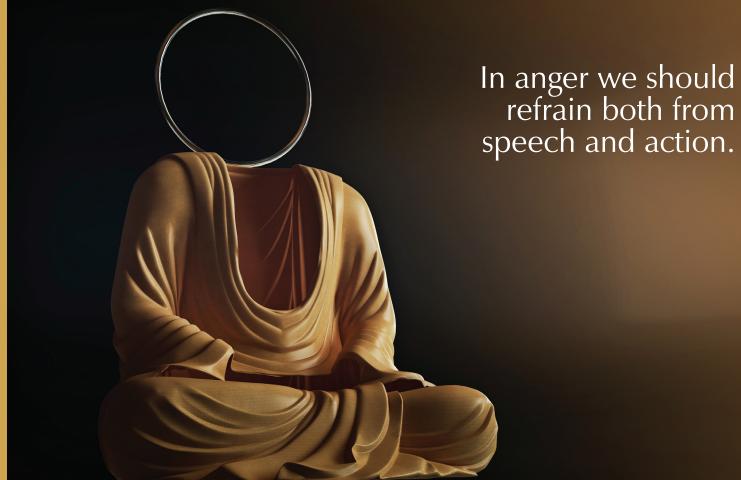
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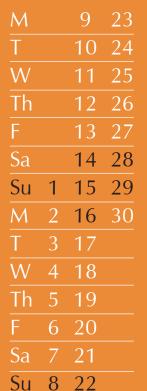


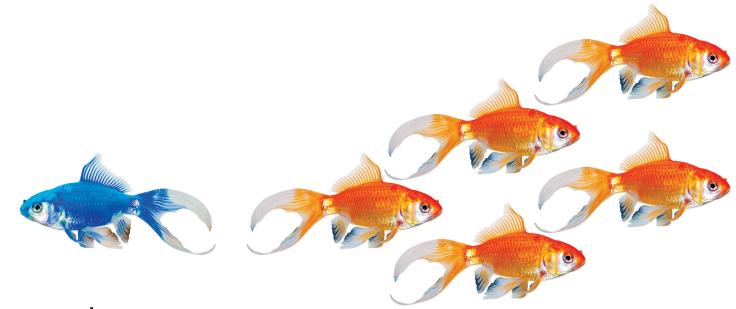


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People are not wrong. They are just different from what we expect them to be.



Court Holidays 14: Second Saturday 16: Milad-Un-Nabi Birthday of Prophet Mohammad) 28: Fourth Saturday

SAMADHAN

10: Local Holiday

26: Fourth Saturday 30: Local Holiday 31: Diwali (Deepavali)

2: Mahatma Gandhi's Birthday

11: Maha Ashtami/Maha Navami 12: Dussehra (Vijaydashami) 17: Maharishi Valmiki's Birthday

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SAMADHAN

1: Local Holiday

2: Govardhan Puja 3: Bhai Duj 9: Second Saturday

15: Guru Nanak's Birthday 16: Local Holiday 23: Fourth Saturday





# Court Holidays 14: Second Saturday 25: Christmas Day 26-31: Winter Vacation

SAMADHAN

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