
Kluwer Mediation Blog

The Rise and Fall of Tension

Geoff Sharp (Brick Court Chambers / Clifton Chambers) · Tuesday, July 1st, 2014

Tension Raising Behaviours;

100% statements

Labelling

Put downs and excitable statements

Threats

Interpreting/analysing/patronising/matronising

Collecting allies

Non-verbal behaviours

Preparing an attack

Sarcasm

Defensiveness/self justifying

Over detailing

Tension Reducing Behaviours;

Acknowledging probable legitimate concerns

Put in perspective

Be specific

Own the interpretation

Own the personal response

Invite feedback

Invite response


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The graphic features a black background with white text and a circular icon. The icon depicts a magnifying glass over a group of stylized human figures, representing a search or investigation process. The text is arranged in a clean, modern layout with a mix of bold and italicized fonts.

This entry was posted on Tuesday, July 1st, 2014 at 7:52 am and is filed under [Commercial Mediation](#), [Communication](#), [conflict coaching](#), [Skills](#), [Uncategorized](#)

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