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Emotion in social conflict : the interpersonal effects of emotions in negotiations

van Kleef, G.A.

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EMOTION IN SOCIAL CONFLICT

THE INTERPERSONAL EFFECTS OF EMOTIONS IN NEGOTIATIONS

ACADEMISCH PROEFSCHRIFT

ter verkrijging van de graad van doctor
aan de Universiteit van Amsterdam
op gezag van de Rector Magnificus
prof. mr. P. F. van der Heijden

ten overstaan van een door het college voor promoties ingestelde
commissie, in het openbaar te verdedigen in de Aula der Universiteit
op vrijdag 26 november 2004, te 10.00 uur

door
Gerben Alexander van Kleef
geboren te Leiderdorp

Promotor: prof. dr. C. K. W. de Dreu
Co-promotor: prof. dr. A. S. R. Manstead

Faculteit: Maatschappij- en Gedragwetenschappen

In a negotiation, particularly in a bitter dispute, feelings may be more important than talk.

(Fisher, Ury, & Patton, 1992, p. 30)

