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

van Kleef, G.A.

**Publication date**  
2004

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#### **Citation for published version (APA):**

van Kleef, G. A. (2004). *Emotion in social conflict : the interpersonal effects of emotions in negotiations*.

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## PREFACE

**Conflict is an emotional** experience. Therefore, in a world where conflict abounds, the question of how emotions influence conflict resolution takes on special importance. The book that lies in front of you presents my attempt to understand the role of emotion in one of the most common and constructive conflict resolution procedures – *negotiation*. More specifically, I have investigated how one negotiator's emotions influence the other's behavior.

In doing this, I could not rely on mere observation or introspection. Working at the *Department of Work and Organizational Psychology* of the University of Amsterdam has been an incredibly positive experience. In such a nice work environment, with so many wonderful colleagues and so little conflict, the only way to explore the role of emotion in conflict and negotiation was to conduct experimental research. Fortunately, I have had the privilege of being trained to do this by two of the most prominent researchers in the field: Carsten de Dreu and Tony Manstead. I would like to express my profound gratitude to both of them for the many inspiring discussions, constructive comments, and for their thoughtful guidance. I could not have written this book without their help.

A number of other people, too, have contributed to my work and to my personal well-being. First, I would like to thank Bianca Beersma and Fieke Harinck for giving me such a warm welcome at the department. They made me feel at home from the first day on, and they were always there for me when I needed assistance. Second, I am greatly indebted to Astrid Homan, Bernard Nijstad, Daan van Knippenberg, Eric Rietzschel, and Maria Dijkstra, who were always available for help and advice, and who made work such a nice pastime. Third, I thank all my other (former) colleagues, who were the best company during lunch, coffee, and drinks. Finally, an especially warm thank you goes to my colleague and friend Wolfgang Steinel, with whom I have shared an office for nearly four years. Coffee and *stroopwafels* will never taste as good as they did in Room 7.08! I also treasure great memories of our holidays in Germany and of the conferences we visited together. Thank you for those wonderful moments – and for introducing me into the world of tasteful beer.

Working on this project has been a highly rewarding and pleasant experience. On the rare occasions when the downsides of science seemed to outweigh the upsides, I was in the advantageous position of having a wonderful person around to share my emotions with. Ghislaine, thank you for your support, understanding, and love – the best emotion of all.

**Gerben van Kleef**

Amsterdam, september 2004