

Psychology, Crime & Law >  
Volume 11, 2005 - Issue 3307 | 2 | 0  
Views CrossRef citations to date Altmetric

ORIGINAL ARTICLE

# Affect assessment in crisis negotiation: An exploratory case study using two distinct indicators

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Pages 275-287 | Published online: 31 Jan 2007

 Cite this article  <https://doi.org/10.1080/10683160410001715088>

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## Abstract

The Gottschalk-Gleser hostility scale and Rogan and Hammer's message affect were tested as indicators of emotionality in crisis negotiation. Both measures are supposed to be sensitive to changes in emotionality and to differentiate between phases of escalation and de-escalation. To validate this supposition, three hypotheses were

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# Notes

1. According to these authors’ terminology, affect can be distinguished from the more complex class of emotions.
2. Further research is needed to validate the impact of the language intensity correlates determined by Bowers ([1964](#)); therefore we refrained from using any weights.

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