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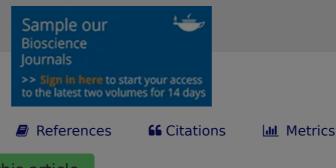
Affect assessment in crisis negotiation: An exploratory case study using two distinct indicators

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Figures & data

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Abstract

Full Article

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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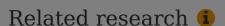
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background of the present research conditions.

Q Keywords: Affect assessment crisis negotiation hostility message affect escalation hostage taking

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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