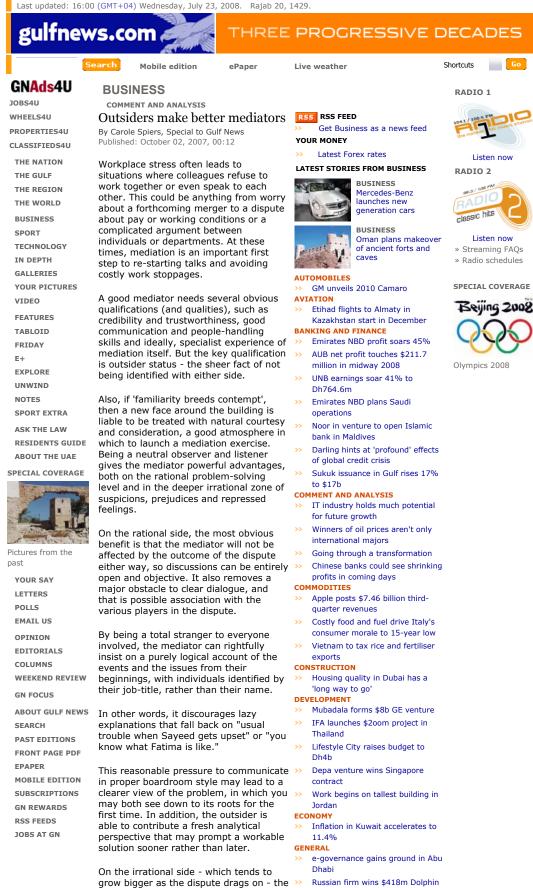
Last updated: 16:00 (GMT+04) Wednesday, July 23, 2008. Rajab 20, 1429.



neutral mediator represents an important deal channel for the discharge of emotion and HOTEL & TOURISM the expression of strong feelings within a safe forum, which may assist in the deescalation of the conflict.

Also firmly in the irrational zone is shuttle diplomacy, where a proposition that would not be listened-to from the original negotiator, is acceptable if spoken by the mediator - literally, the very same words. This demonstrates the function of mediation as a valuable lubricant, with the mediator occupying a non-judgmental role, not apportioning blame, and this may encourage rapport and revelations in confidence which can bring the perception of a grievance back into proportion.

- The writer is a BBC broadcaster and motivational speaker, with 20 years experience as CEO of Carole Spiers Group, an international stress consultancy based in London.

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