

MASTER OF ARTS IN DISPUTE RESOLUTION

“HOW TO FACE A NARCISSISTIC PERSONALITY DURING A DISPUTE”

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“HOW TO FACE A NARCISSISTIC PERSONLITY DURING A
DISPUTE”

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ABSTRACT

This study explains the differences between Narcissistic Personality Disorder and Narcissistic Behaviors, assessing the impact on professionals and people in general when they are able to distinguish between the two. It also explores the effectiveness of arbitration as a method of dispute resolution when dealing with a case where one of the parties presents NPD traits.

The research was conducted by epistemology-pragmatism philosophy to give practical information and possible solutions to adequately deal with the social phenomenon (NPD) with an abductive approach looking to generate or modify alternatives, with mono-qualitative method through the survey, we collected answers from 112 participants where almost the sixty percent of the participants answered “no” when asked if they knew that NPD is a mental condition. The time horizon used was cross-sectional since it was a particular timeframe (3rd to 5th March 2020), during this particular period, the initial quantity of the required participants for this research was reached; finally the data collection was achieved and analysed.

Arbitration as an adjudicatory method, as concluded in this research, is an effective alternative method when dealing with parties with NPD. NPD is classified as a high conflict party in ADR’s principles and practice.

INTRODUCTION

The book “Human Aggression” by Psychiatrist Anthony Storr begins with the statement: ‘That man is an aggressive creature will hardly be disputed. With the exception of certain rodents, no other vertebrate habitually destroys members of his own species... the extremes of ‘brutal’ behaviour are confined to man; and there is not parallel in nature to our savage treatment of each other... we are the cruelest and most ruthless species that has ever walked the earth; and that, although we may recoil in horror when we read in newspaper or history book of the atrocities committed by man upon man, we know in our hearts that each one of us harbours within himself those same savage impulses which lead to murder, to torture and to war’ (Gross 2001 op. cit. p. 422).

In my career as a psychologist I have been interested to learn about the behaviour of the human being, thanks to my career I keep myself open to learning and this was one of the hardest and most controversial topics I have been living with without even knowing. Consequently, after I realized I spent my life with a father who presented the behaviour patterns of Narcissistic Personality Disorder, I could identify many of the problems that are happening to me in the aftermath, so I decided look for help, during research I could not understand why I was finding it a challenge to find a professional within my reach and empathetic to Narcissistic Personality Disorder and who understood the differences between that and regular Narcissistic behaviour.

The term Narcissism comes from Greek mythology; Narcissus is deceived by his spectacular image in that it only reflects his perfect and extraordinary part, but not the other parts, his shadow is hidden. Its grandeur is self-destructive desire-depression (Miller 1994).

The human being has the desire for success and love, needs attention and recognition which is helpful to continue motivation. Nevertheless we all occasionally experience a lack of empathy. The human being likes having power and control, and once in a while we may feel grandiose or self-important.

The regular Narcissism traits present self-awareness but people who manifest traits of regular Narcissism are able to recognize when they are wrong, are collaborative, can work with others, like to earn approval, are able to learn, on some occasions they look firm but are flexible and open to negotiating an agreement, also, they can show respect, are able to work as a team player. They keep themselves open to share opinions and listen back; they are emotionally intelligent and able to deal with different situations. However, people still confusing a Narcissistic personality disorder with the regular traits, this research look to clarify the differences and distinguish between the two.

Narcissistic Personality disorder is a controversial diagnosis. It is estimated that 10% of the global population has some type of personality disorder. The rate of suicide for someone with a personality disorder is approximately three times greater than those without (Mental Health Ireland n.d).

Bandura made the important distinction between learning and performance: learning of aggressive responses (acquisition) does not necessarily means that they will be displayed in the child's behaviour (performance). In other words, a failure to imitate does not imply the absence of learning (Gross 2001).

A person with NPD tend to compete with others, has fantasies about success in their careers, express a complex of superiority. People with NPD are highly sensitive to criticism.

The desire to be desired, once called narcissism is of such magnitude in our environment that it can be defined as *Narcissistic*. “Bad for many, epidemic”, says the saying (Dr. Piñuel 2017).

In 1896 Kraepelin’s classification helped to establish the organic nature of mental disorders and formed the basis for the Diagnostic and Statistical Manual of Mental Disorders (DSM). It is also embodied in the 1983 Mental Health Act (in England and Wales).

A person who has characteristics of Narcissistic personality disorder can be seriously harmful to the life of others. Therefore, it is important to distinguish from regular traits of Narcissism, once the terms are clarified, it will be possible set limits and boundaries and avoid conflicts with this complex personality. The intention of this research is to evaluate the knowledge in professionals regarding NPD.

This research introduces how to face a Narcissistic Personality Disorder during a dispute assessing whether Arbitration is an effective method of Dispute Resolution to reach an agreement with a person identified with NPD.

Alternative dispute resolution (ADR) is generally classified into the following five types: negotiation, mediation, collaborative law, arbitration and conciliation. The traditions of ADR can vary depending on the country and culture.

Arbitration is a private form of adjudication, less formal and more flexible than the courtroom and where the parties involved can choose their arbitrator. Arbitration usually has no appeals process except in cases where the arbitrator is found to have made a technical error. For this reason, arbitration is usually much faster than the traditional system.

Arbitration awards are legally binding and enforceable by law, whereas consensual ADR processes may or may not result in an agreement. In Arbitration, arbitrators follow a procedure known in England as natural justice, and in the USA as “due process”.

Arbitration is now recognised in mainstream ADR methods and procedure, because the distinction now is between adjudicatory procedures in the courts and procedures outside in the private and voluntary sectors.

A party with traits of Narcissistic Personality Disorder will be addressed as a *high conflict parties*. Brown and Marriot (2011) say that HCP require special attention for dispute resolvers. It is necessary to be clear as to what is meant in this context by high conflict, as by no means all hostile situations necessarily involve this rather specific concept of “high conflict”. High conflict in the dispute resolution context situation in which either or both parties conduct the process and communications in a way that consistently maintains rigid, polarized positions inhibits progress and keeps any resolution frustratingly out of reach, leaving a sense that no strategy or solution will be good enough to end the dispute.

Arbitration as one of the Alternatives of Dispute Resolution is the most effective alternative method to face a Narcissistic personality during a dispute. In fact Arbitration is an adjudicatory method of ADR’s.

Dealing With Narcissists during a Dispute; they want to win, to make it a game, they do not care about the emotional costs, they want to maintain power and control, and they want you to give in avoiding negotiation and arguments. It will make you feel crazy. The thing that drives a narcissist crazy is the lack of control and the lack of a fight. The less you fight back, the less power you give them over you, the better,” she says (Kassel, G. 2019)

The dissertation consists of five chapters. Chapter one, Literature Review, introduces the review of Narcissistic behaviour, Narcissistic Personality Disorder, ADR and Arbitration, Chapter two, presents and justifies the Methodology and Methods used to develop the investigations, it shows the techniques used to gather information and analyse it. The research was conducted by epistemology-pragmatism philosophy, abductive approach, mono-qualitative method, survey strategy, cross-sectional time horizon, data collection was achieved and analysed. Chapter three presents the methods used to collect data and justifies why it is important to the study. Chapter four shows data collected through a questionnaire survey was used to get information about their perceptions according to their experience. Chapter five presents a discussion regarding all the data collected during the previous chapters. Conclusion and recommendations provides concluding thoughts that were drawn from the study, supported by all the previous chapters and by the argumentations. Reflection is included as part of my experience as a researcher doing this dissertation.

There were some limitations in the development of the research such limited time of the participants to invest in the survey, the participation of people who suffered Narcissist abuse in some specific online-webs where the people did not want to participate due to fear for the protection of their data, others were not able to participate, citing feeling drained about the situation with their abusers. However, the people involved in the data collection were engaged to help as much as they could to develop this study.

The objective of this research How to face a Narcissistic Personality Disorder is to provide enough information to distinguish the differences between NPD and Regular Narcissistic behaviour, and also shows Arbitration as an effective, alternative method of dispute resolution, since Arbitration is adjudicatory method.

RESEARCH QUESTIONS

It is convenient to study the state of the issues through research questions. According to Kumar (2011) research is one of the ways to find answers to your questions while Saunders pl at (2009) says it is often a useful starting point in the writing of research questions to begin with one general focus research question that flows from your research idea. This may lead to several more detailed questions or the definition of research objectives.

The research questions for this study are as follows:

1. Why is it important distinguish between the Narcissist behaviour patterns and the pathological patterns of a person with NPD during a dispute?.
2. How useful could it be for professionals and people in general to be able to distinguish NPD from general narcissistic behaviour?.
3. To what extent and in what type of context can Arbitration be used as an alternative effective method of dispute resolution in a case where one of the parties has been identified with NPD?.

AIMS AND OBJECTIVES

The research may begin with a general focus research question that then generates more detailed research questions, or you may use your general focus research question as a base from which you write a set of research objectives. Research objectives express 'how' you intend to structure the research process to answer your question and achieve your aim (Saunders pl at. 2009, 2019).

Aims

The aim of this research is to identify the differences between what is a Narcissistic Personality Disorder and why it is important to distinguish it from Narcissistic behaviours, assessing whether Arbitration is an effective method of Dispute Resolution to reach an agreement with a person identified with NPD.

Objectives

The objectives set out in this dissertation are listed below:

1. To clearly explain the pathological patterns of Narcissistic Personality Disorder and how it differentiates from general Narcissistic behaviour.
2. To evaluate the impact it has on professionals and people in general, when they know how to distinguish pathological behaviours of NPD from general Narcissistic behaviour.
3. To explore the effectiveness of using Arbitration during a dispute where one of the parties has been identified with having NPD.

Hypothesis

Kumar (2011) defines a hypothesis as a statement of assumptions about the prevalence of a phenomenon (in this case: The statistics of people with Narcissistic Personality Disorder NPD is increasing and professionals are usually unable to distinguish NPD from general Narcissistic behaviour) or about a relationship between two variables that you plan to test within the framework of the study. This research will use is a Qualitative analysis study to make emphasis on exploring the phenomenon going further to understand what is causing it through data collection. Kumar (2011) mentions that construction of hypotheses is neither advocated nor practised.

The hypothesis formulated for this study is as follows:

The most effective Alternative of Dispute Resolution to reach an agreement seeking to resolve conflicts with a person who presents pathological patterns of Narcissistic Personality Disorder is through Arbitration. This dissertation seeks to verify whether professionals in general know how to identify the pathological patterns of a person with NPD. In particular, this study intends to analyse arbitration as an alternative method of dispute resolution to solve conflicts with the possibility of reducing the confrontation caused by an inability to distinguish NPD from general Narcissistic behaviour.

1. LITERATURE REVIEW

Hart (2018) establishes the literature review has a role and purpose that provides evidence for the rationale and research problem, supplies a methodological frame of reference and guides selection of data collection methods. This chapter revises a range of information on Family Law to develop and contribute to an awareness of the current state of knowledge and understanding of the matter being investigated. Hart (1998) the purposes of the review are to gain a new perspective and identify relationships between ideas and practices.

The aim of the literature review is to explain and identify different themes related to the research topic "How to deal with a Narcissistic Personality during a Dispute". Each theme has its objective to explain, evaluate and explore important subjects in regard to NPD and Arbitration.

Hence, Arbitration becomes an important ADR to address the importance of solving a dispute. The least confrontative method possible, mainly used when a party is identified with NPD.

1.1 What is Narcissism?

The legend of Narcissus

The term "Narcissism" originally comes from Greek mythology, from the character Narcissus. When Narcissus rejected his love, Ameneinius committed suicide and, in punishment, Artemis caused Narcissus to fall in love with his own reflection in a stream. Unable to possess his own image he killed himself with a dagger. The flower that bears his name sprang from the soil that was stained with his blood. In other versions, he just pined away from unrequited longings or threw himself into the water and drowned. The voice of Echo, whom he had also rejected, grieved at his side (Coleman 2018, p.332). The meaning of the term Narcissism has changed over time, nowadays carrying more negative connotations than its original meaning.

'The combination of those relatively enduring traits which influence behaviour in a predictable way in a variety of situations'. Gross (2001) op. cit. p. 612.

Narcissistic behaviour can be determined based on influence and situational context. Narcissism leads to a lack of confidence and low self-esteem. Campbell (2017) talks about 8 healthy Narcissistic traits, in spite of that, it is important to evaluate the event in isolation to avoid misperceptions. However, tracking the traits in a positive way can help to motivate and empower self-confidence.

The 8 healthy traits of narcissism that drive success. Campbell;

1. Self aware. Able to recognize when is wrong.
2. Collaborative. Can work with others.

3. Earns approval. Are able to learn.
4. Flexible. Is able to negotiate.
5. Firm. Open to negotiations in an agreement.
6. Respectful. The way to approach someone or something is with courtesy.
7. Team player. Is able to share opinions and listen back.
8. Emotionally intelligent. Able to deal with different situations.

The Freud's theory 'Narcissism' was discussed at the Vienna Psychoanalytic Society. Freud takes from interaction conflicts, explaining normal behaviours in humans. Freud's structure of the human mind states: During early childhood, the mind has basic physical needs and urges which are totally unconscious, called "the id" whilst the area of the mind known as the "superego" is concerned with social rules and morals derived from cultural interaction and considering what is right or wrong. "the ego" also known as the "self" is partly conscious and unconscious, balancing the aggressive/pleasure with the moral control of the superego. Freud also theorized the primary narcissism which occurs in early childhood as a sexual instinct or self-preservation and the secondary narcissism described as a pathological regression to primary narcissism; object-love triggers a traumatic response when it is not reciprocated (Freud 1992).

It is not a theory that has been postulated and closed, but is constantly open to new hypothesis. In his journey, he has gained accessions as well as criticism.

The overestimation, an unequivocal mark that we appreciate as a narcissistic stigma, since in the case of the choice of object, it governs, as everyone knows, this affective bond. *Thus a compulsion prevails to attribute to the child all kinds of perfections and to cover up and forget all its defects* (Freud 1992).

Different from someone with NPD, a person with narcissistic behaviour is adaptable in a social environment, therefore is flexible and is psychologically treatable.

The human being has the desire for success and love, needs attention and recognition which is helpful to continue motivation. Nevertheless we all occasionally experience a lack of empathy. The human being likes having power and control, and once in a while we may feel grandiose or self-important.

So it is not uncommon for someone displaying normal everyday narcissistic traits to hurt our feelings or push our boundaries. We may classify these experiences as someone being selfish, aggressive or insensitive (Piasley 2017).

1.2 What is Narcissistic Personality Disorder?

Narcissistic Personality disorder is a controversial diagnosis. The differential diagnosis for narcissistic personality disorder includes bipolar illness, substance abuse, depressive disorders, especially treatment refractory depression, and anxiety disorders, as well as other personality disorders. All are frequently comorbid with narcissistic personality disorder, complicating diagnostic and clinical decision (Caligor et al., 2015).

It is estimated that 10% of the global population has some type of personality disorder. The rate of suicide for someone with a personality disorder is approximately three times greater than those without (Mental Health Ireland n.d)

Bandura made the important distinction between learning and performance: learning of aggressive responses (acquisition) does not necessarily mean that they will be displayed in the child's behaviour (performance). In other words, a failure to imitate does not imply the absence of learning (Gross 2001). Therefore, a personality disorder acquired, can be influenced by familiar patterns, this is the time when the decision is made whether to accept the learned behaviour or disregard it.

In 1896 Kraepelin's classification helped to establish the organic nature of mental disorders and formed the basis for the Diagnostic and Statistical Manual of Mental Disorders (DSM) (Gross 2001).

The Mental Health Act 2001 in Ireland outlines three exclusions from the definition of mental disorder. These exclusions are behaviour, conditions, like Narcissistic Personality Disorder. Section 8(2) of the 2001 Act states that it is not lawful to admit a person involuntarily in an Approved Centre solely because that person is (a) suffering from a personality disorder (b) is socially deviant, or (c) is addicted to drugs or intoxicants. Personality disorders are described in the International Classification of Mental and Behavioural Disorders (ICD-10)¹⁷ as 'deeply ingrained and enduring behaviour patterns, manifesting themselves as inflexible responses to a broad range of personal and social situations'; they represent either extreme or significant deviations from the way an average individual in a given culture perceives, thinks, feels and particularly relates to others and are 'developmental conditions, which appear in childhood or adolescence and continue into adulthood' (Mental Health Ireland 2001).

It is also embodied in the 1983 Mental Health Act (in England and Wales). The Act identifies three major categories of mental disturbance/disorder, namely, mental illness (neurosis and psychosis, the

latter subdivided into organic and functional), personality disorder (including psychopathy), and mental impairment.

- 1980- NPD was officially recognized as a disorder in third edition of the DSM and criteria established for its diagnosis.
- 2013- NPD was initially to be removed from the DSM-5, but was later reinstated following feedback from some clinicians (Gross 2001).

1.2.1 What distinguishes certain narcissistic behaviour from Narcissistic Personality Disorder?

Ni, P. (2019) refers distinguish certain Narcissistic Behaviour from Narcissistic Personality Disorder by the frequency, intensity, and duration. Regular Narcissism only appears occasionally and subtly. Someone with certain Narcissist behaviour is able to negotiate or apologize.

A pathological narcissist will routinely use destructive narcissistic tactics in order to gain false superiority, also called "narcissist supply", the narcissistic supply will be obtained by exploiting relationships. Both demand loyalty, while not giving it in return. The Narcissistic behaviour can be intense, but once you put a boundary to the person who is doing it, they will take action to stop that behaviour (Miller (2017). Nevertheless is important be firm and avoid the contact with people who present the NPD traits because they are cunning and able to find ways to continue that manipulation. In addition, regular Narcissism is not a mental illness, nevertheless, someone who presents NPD traits is considered by the Diagnostic and Statistical Manual of Mental Disorders (DSM) as having a mental condition. The false superiority, arrogance, conceit, and high insensitivity that pathological narcissist

tends to exhibit are harmful. Frequent Lies and Exaggerations are part of their routine (Caligor et al., 2015).

Ni, P. (2019) says that one of the main striking traits of the pathological narcissist is that they believe they are “above the law” and “exceptions to the rule,” which entitles them to boundary violations.

The pathological narcissist induces toxic environments and harmful relationships, all for the purpose of exploiting others to serve their own self-interest.

There are two main types of Narcissistic Personality Disorder; “overt” and “covert.” Individuals need to meet the same clinical criteria to be diagnosed with narcissistic personality disorder. Furthermore, both have deficits in their capacity to regulate their self-esteem.

Overt Narcissist Traits

- Compulsively attract attention to themselves, positive or negative
- Demand admiration and agreement and without it react with impatience or rage
- Charm and flatter, with false intimacy, those they wish to impress
- Study a room for the most vulnerable and attack to display their superiority
- Are arrogant and haughty, especially with those they view as underlings
- Are given to rages far beyond normal anger, including physical violence
- View others as competitors to be defeated and humiliated
- Ridicule, mock, and denigrate others in games of one-upmanship
- Project entitlement and expect special treatment

- Can turn on and turn off at will charm, interest, and attention depending on their motives (Caligor et al., 2015).

Covert Narcissist Traits

- Behave passive-aggressively to get their way
- Are smug, insensitive, and withholding
- Seek out caretaker personality types to exploit
- Cry on cue and manipulate through self-pitying performances
- Have delusions of victimization and persecution
- Will stage a crisis to gain attention
- Exaggerate suffering and sickness to garner sympathy
- Have a long history of depression and anxiety
- Habitually drain their partner/family emotionally and often monetarily
- Blame their problems and failures on “unfair” people, institutions, and circumstances (Caligor et al., 2015).

Miller (2017) refers that people have fallen victim to the manipulative behaviors of a covert narcissist without realizing what has happened until they are already in emotional pain. It might be more accurate to suggest that the extroverted (overt) narcissist would be a lot easier to see coming than the introverted (covert) narcissist. According with Dr. Piñuel (2017) the covert narcissist will use softer tactics to meet those same goals. The covert narcissist will be much more likely to constantly seek

reassurance about their talents, skills, and accomplishments, looking for others to feed that same need for self-importance.

1.2.2 Why is diagnosis complicated?

Rosenhan's study (the main experiment illustrated a failure to detect sanity, and the secondary **study demonstrated** a failure to detect insanity) as during the experiments the participants manipulated the information. It was intended to test the hypothesis that psychiatrists can not reliably tell the differences between people who are genuinely mentally ill and those who are not. Since reliability is a necessary prerequisite for validity, the implications of Rosenhan's results for the traditional psychiatric classification of mental disorders are very serious indeed (Gross 2001).

Regarding NPD, people who are narcissistic are extremely resistant to changing their behavior, even when it's causing them problems. Their tendency is to blame others. Moreover, they are extremely sensitive and react badly to even the slightest criticisms or disagreements, which they view as personal attacks. Differences between a pathological narcissistic from a person with certain narcissistic behaviors are often mistaken.

Dr. Piñuel (2017) states that people with narcissistic personality disorder (NPD) are in love with an idealized image of themselves, it allows them to avoid deep feelings of insecurity. Identifying their delusions of grandeur takes a lot of work, requiring an evaluation of the situation to distinguish the

dysfunctional attitudes and behaviors associated with this. This way of thinking and behaving surfaces in every area of the narcissist's life: work and friendships to family and love relationships.

It is important to protect yourself from their power plays, and establish healthier boundaries. They often resort to distortion of facts, misleading statements, personal attacks, blaming, and coercion in order to achieve their ends (Robinson, Smith 2019). By understanding narcissistic personality disorder, it will be easier to identify someone with NPD, however the diagnosis of NPD is controversial.

1.2.3 DSM-5 Criteria and Statistics

DSM-5 criteria are, a priori, limited to observable features of psychopathology, the description of narcissistic personality disorder in Section II of DSM-5 does not address underlying psychological structures or dynamic constellations that can be seen to organize and unify the various presentations of the disorder. Although DSM-5 describes a single, relatively homogeneous syndrome. (Caligor et al., 2015).

DSM-5 Criteria Narcissistic Personality Disorder:

A pervasive pattern of grandiosity (in fantasy or behavior), need for admiration, and lack of empathy, beginning in early adulthood and present in a variety of contexts, as indicated by five (or more) of the following:

1. Has a grandiose sense of self-importance (i.e., exaggerates achievements and talents, expects to be recognized as superior without commensurate achievements).
2. Is preoccupied with fantasies of unlimited success, power, brilliance, beauty, or ideal love.
3. Believes that he or she is “special” and unique and can only be understood by or should associate with, other special or high-status people (or institutions).
4. Requires excessive admiration.
5. Has a sense of entitlement (i.e., unreasonable expectation of especially favorable treatment or automatic compliance with his or her expectations).
6. Is interpersonally exploitative (i.e., takes advantage of others to achieve his or her own ends).
7. Lacks empathy: is unwilling to recognize or identify with the feelings and needs of others.
8. Is often envious of others or believes that others are envious of him or her.
9. Shows arrogant, haughty behaviors and attitudes (Caligor et al., 2015).

Narcissistic personality disorder illustrates both the variable presentation of the disorder with regard to descriptive features (subtypes) and the broad spectrum of severity of pathology associated with the disorder. Typical presentations of narcissistic personality disorder are the grandiose, “overt,” subtype, corresponding closely to the DSM-5 criteria, the vulnerable, “covert,” subtype (Caligor et al., 2015).

The grandiose, thick-skinned, overt subtype is characterized by overt grandiosity, attention seeking, entitlement, arrogance, and little observable anxiety. These individuals can be socially charming, despite being oblivious to the needs of others, and are interpersonally exploitative. In contrast, the vulnerable, “fragile” or thin-skinned, covert subtype is inhibited, manifestly distressed, hypersensitive to the evaluations of others while chronically envious and evaluating themselves in relation to others. Both types are extraordinarily self-absorbed. Caligor et al., (2015) say that many individuals with narcissistic personality disorder fluctuate between grandiose and depleted states, depending on life circumstances, while others may present with mixed features. In addition to the grandiose and vulnerable subtypes, there is a healthier group of individuals with narcissistic personality disorder, described as “high-functioning,” “exhibitionistic,” or “autonomous”.

The specific pathology of identity formation that characterizes narcissistic personality disorder also lends itself to characteristic disruptions in interpersonal functioning. On the one hand, individuals with narcissistic personality disorder often have a profound need for others to support their sense of self and also to help with self-esteem regulation (Dr. Piñuel 2017).

The genuine engagement with others can threaten the stability of the grandiose sense of self, by confronting the individual with the painful reality that others have attributes that they lack. As a result, those with more grandiose features tend to engage in superficial relationships organized to support self-esteem and self-definition, while those with more vulnerable features tend to withdraw from social situations; for both types, self-regulatory needs leave little room for genuine interest in the needs or feelings of others. Usually, narcissistic personality disorder first appears in early adulthood.

The efficacy of psychotherapeutic and psychopharmacological treatment approaches for narcissistic personality disorder has not been systematically or empirically investigated. Clinical practice guidelines for the disorder have yet to be formulated, and psychopharmacologic intervention is symptom-driven. Regardless of severity, the grandiosity and defensiveness that characterizes narcissistic personality disorder militate against acknowledging problems and vulnerabilities and make engagement in any form of psychotherapy difficult (Caligor et al., 2015).

The recovery village (2018) *says that Narcissistic personality disorder* outside the United States is not recognized as a separate diagnostic entity. NPD is much less common than regular Narcissism. Approximately 0.5% of the United States population, or one 1 in 200 people, has the disorder. There are significant gender differences when it comes to the prevalence of the disorder; about 75% of people with narcissistic personality disorder are men, whilst Caligor et al., (2015) says; the prevalence of narcissistic personality disorder remains poorly defined, reflecting the lack of clarity around the diagnosis. Commonly cited prevalence estimates range from 0% to 5.3% in the general population.

Statistics treating narcissistic personality disorder can be challenging because people with the condition often don't think that they have a problem. Prognosis is often poor as a result, and there currently is not a standard protocol for treatment. However, treatment usually consists of counseling or psychotherapy. Little research has been done on narcissistic personality disorder treatment, so its treatment success rate is not yet known (The recovery village 2018).

Erich Fromm, who defined "malignant narcissism" as including this combination in powerful dictators, from the Egyptian Pharaohs and Roman Caesars' to Hitler and Stalin. He also said there were traits of increasing paranoia and sadism for malignant narcissists, who became increasingly

dangerous the longer they stayed in power thus, the term malignant meant expanding like a cancer (Gross 2001).

1.2.4 Gaslighting

Patrick Hamilton gave the term gaslight, as a kind of psychological manipulation, coined (Dr. Sarkis 2018). Nowadays gaslighting is the term used to explain NPD traits behaviours.

Sociopaths and narcissists frequently use gaslighting tactics to abuse and undermine their victims. Manipulation, is a narcissist's modus operandi; their gaslighting behaviour can help one to spot a narcissist (Mackenzie, J. 2015).

Gaslighters use your own words against you; plot against you, lie to your face, deny your need, show excessive displays of power, try to convince you of "alternative facts", turn family and friends against you all with the goal of watching you suffer, consolidating their power and increasing your dependence on them.

Gaslighting is practiced equally by both genders. For instance, we can be influenced and manipulated to work for cause or take better care of ourselves, however, gaslighters use manipulation to gain control over others.

Dr. Sarkis(2017) refers the manipulation is usually insidious and slow, and you may not even realize the extent of the damage until your family or friends confront you. A gaslighter is instrumental at

getting you fired from your job. The goal of gaslighter is to keep you off-kilter and questioning your reality.

Gaslighters share characteristics of other personality disorders. Some people who gaslight meet the American Psychiatric Association's DSM criteria for the following disorders:

- Histrionic Personality Disorder
- *Narcissist Personality Disorder*
- Antisocial Personality Disorder
- Borderline Personality Disorder

Personality disorders are characterized by impulsivity Personality disorders are thought to be deeply engrained in a person's behaviour, making the individual very difficult to treat.

Gaslighters are more likely to be involved in a custody fight; they also tend to draw out legal battles instead of trying to settle them (Dr. Sarkis 2017).

Warshak says *Parental alienation*, turning the children against the parent, is a common goal of gaslighters. Gaslighters will sometimes even falsify abuse allegations to gain custody of the children and a way to "punish" the children. It is not the children's welfare they are interested in, it is control of the children and a way to punish the other parent (Sarkis 2017).

Gaslighting as the favorite tool of Narcissist. Gaslighting takes place in relationships, like one-on-one relationships. It takes place in friendships, in family, in work, you'll see gaslighting on the news, you'll hear gaslighting coming from politicians, corporate shills, cult leaders, advertising commercials, etc (Miller 2017).

Here are some of the Narcissist's gaslighting tools:

- They will use gaslighting to convince you that they are right and your perception of what is happened is wrong.
- They will use gaslighting to dismiss your feelings, your needs, and your perceptions of reality.
- They will use gaslighting to minimize or to erase the abuse that took place.
- They will use gaslighting to play the victim.
- They will use gaslighting to evade responsibility.
- They will use gaslighting to fabricate conversations or events that never happened.
- They will use gaslighting to renege on an agreement or a promise that they previously made.

Gaslighters are hard to get into treatment because they do not see themselves as having a problem (Sarkis 2017).

1.3 ADR

Alternative Dispute Resolution (ADR) is an appropriate and effective process which deals with dispute resolution using the “transformative” function. There are primarily two ways of viewing transformation in dispute resolution. 1) transformation of a Dispute from an Adversarial process into a problem-solving exercise and 2) from rights- based approach into one that includes an interest-based approach, and the reframing of issues so that they can more effectively and easily be addressed and resolved.. The

transformative mediation approaches are the twin concepts of “empowerment” and “recognition” rather than problem solving (Marriot and Brown 2011).

ADR is cheaper and faster than entering into litigation and resorting to the courts. As long as communication has not irretrievably broken down between the parties at dispute, it should be considered, as a more efficient method of achieving an outcome (Brown and Marriott 2011). It is also helpful in terms of maintaining a degree of privacy compared to the more public nature of court proceedings. Arbitration is an increasingly attractive option for businesses as it enables any matters to be kept confidential which preserves the reputation of the individuals or businesses involved.

ADR is generally classified into the following five types: negotiation, mediation, collaborative law, arbitration and conciliation. The traditions of ADR can vary depending on the country and culture.

Negotiation

Negotiation is usually the first method of dispute resolution used when a dispute occurs. Negotiation has the ability to be quick, inexpensive and provide a binding resolution. There are two types of negotiating methods commonly used, unassisted negotiation and formal negotiation. The difference between formal and unassisted negotiation is the involvement of lawyers. Unassisted negotiation is when the parties involved in the dispute negotiate directly with one another. In formal negotiations all correspondence will go through the parties’ respective lawyers (Brown and Marriot 2011).

Mediation

Mediation is another method of ADR available to parties. Mediation is essentially a negotiation facilitated by a neutral third party. Unlike arbitration, which is a process of ADR somewhat similar to trial, mediation doesn't involve decision making by the neutral third party. ADR procedures can be initiated by the parties or may be compelled by legislation, the courts, or contractual terms (Practical Law 2017).

Collaborative law

Collaborative law is an alternative to a traditional courtroom for resolving disputes. Practical Law (2017) states collaborative law can often resolve certain cases quickly, inexpensively, and with customized outcomes. In a collaborative setting, the parties discuss their dispute in person and work together to create a solution. There are two main types of collaborative law: negotiation and mediation.

Arbitration

Arbitration is a form of dispute resolution. Arbitration is the private, judicial determination of a dispute, by an independent third party. An arbitration hearing may involve the use of an individual arbitrator or a tribunal. A tribunal may consist of any number of arbitrators though some legal systems (Dillon Eustace 2018).

Conciliation

Conciliation is a process similar to mediation whereby the conciliator seeks to facilitate a settlement between the parties. Dillon Eustace (2018) says that in Ireland, conciliation is rarely availed of except in respect to construction industry disputes. Under the industry defined procedures for conciliation, the

conciliator is obliged to issue a recommendation for the resolution of the dispute if the parties fail to reach settlement

ADR includes formal and informal tribunals, formal and informal meditative processes, the classic formal tribunal forms of ADR are arbitration (both binding and advisory or non-binding) and private judges (either sitting alone, on panels or over summary jury trials) (United Nation n.d).

1.3.1 Arbitration

Marriot and Brown (2011) say that Arbitration is a private form of adjudication, less formal and more flexible than the courtroom and where the parties involved can choose their arbitrator. Arbitration usually has no appeals process except in cases where the arbitrator is found to have made a technical error. For this reason, arbitration is usually much faster than the traditional system.

Arbitration awards are legally binding and enforceable by law, whereas consensual ADR processes may or may not result in an agreement (Marriot and Brown 2011). In Arbitration, arbitrators follow a procedure known in England as natural justice, and in the USA as “due process”. Toward the end of the development of new arbitration legislation by the secretary of state who was being advised by the D.A.C. who felt strongly that confidentiality was fundamental to the conduct of arbitration and forced the issue as such. However, an attempt at a comprehensive statutory definition of confidentiality in English arbitration was deemed too difficult and best left to the courts to develop a pragmatic theory on a case by case basis. As a result, there is no provision for confidentiality in the UK’s arbitration

legislation, one of the exceptions is for cases where the fact or risk of violence, abuse or any other harm to children or anyone else revealed in terms so that there should be no misunderstanding (Marriot and Brown 2011).

The legislation which governs all arbitrations in Ireland, both domestic and international, is the Arbitration Act 2010. The Act incorporates the UNCITRAL Model Law on International Commercial Arbitration (“the Model Law”) into Irish law, subject to the specific provisions of the Act. In addition, Ireland is a signatory to the New York, Geneva and Washington Conventions (Dillon Eustace 2018).

Arbitration is now recognised in mainstream ADR methods and procedure, because the distinction now is between adjudicatory procedures in the courts and procedures outside in the private and voluntary sectors.

The main feature of Arbitration is that the process relies on agreement between the parties. Arbitration cannot be initiated by, or conducted against, anyone without consent. Clark (2019) says It is important that arbitration clause is effectively drafted and reflects the needs of the parties, however if the arbitration clause is poorly drafted, it can be determined as "pathological clause". It refers to an arbitration clause that has been so badly drafted so as to be potentially invalid and therefore ineffective. It also differs from mediation and conciliation in that its goal is a final, binding award. Moreover, Arbitration is subject to the extensive statutory regime in England (Marriot and Brown 2011).

Arbitration in Ireland is governed by the Arbitration Acts of 1954, 1980 and 2010. In order to assist states in reforming and modernizing their arbitral procedure laws, UNCITRAL Model Law, the

UNCITRAL rules, the rules of the leading arbitration institutions and the statutory provisions in many jurisdictions, give to Arbitrators and to parties' autonomy to decide upon the procedural conduct of Arbitration (Marriot and Brown 2011).

The arbitration of family issues have been adopted in other jurisdiction, including in UK scheme as an effective method, with the support envisaged from family solicitors and the family bar. The cost of Arbitration in England is on a par with Litigation in the commercial courts, so it is much cheaper to use the small claims courts for smaller claims (Marriot and Brown 2011).

1.3.2 High Conflict Parties

Special attention is required for dispute resolvers dealing with HCP let us be clear as to what we mean by high conflict, as not all hostile situations must involve this "high conflict" concept.

Marriot and Brown (2011) says that high conflict is a dispute resolution situation where one or both parties conduct the process and communication in rigid, polarized positions, this hinders or inhibits progress, leaving a sense of unending arguments.

The main attributes of high conflict are a combination of two or more of the following indicators:

1. Highly polarized position
2. Agreement hard to reach
3. Rigid world view

4. Cognitive distortion
5. High levels of blaming
6. Ineffective communication
7. Emotions prevalent over reason
8. Vindication
9. Agreements breakdown easily
10. Punitive
11. Expectation that legal process will vindicate
12. New Process, new forum
13. Aggressive, exhausting energy
14. Stressful for professionals

Marriot and Brown (2011) say there is a category of people who may be said to have high conflict personalities. Billy Eddy, founder of the US High Conflict Institute is clear that “personalities drive conflict”.

Three personality backgrounds, which overlap one another, are linked with high conflict:

- Attachment disorganization
- Personality disorder
- Maladaptive traits of either or both

American Psychiatric Association (2012) says that a *personality disorder* is defined by the American Psychiatric Association “an enduring pattern of inner experience and behaviour that deviates markedly from the expectations of the culture of the individual who exhibits it”. Categorizing anyone as having a personality disorder can be difficult and controversial even for mental health professionals and for dispute resolution purposes we should not attempt to make any diagnosis or “label” anyone.

Marriot and Brown (2011) refers people with narcissistic personality disorder, described as “persuasive blamers” by Eddy, given that a dispute resolution professional will not be concerned with diagnosis or “labelling” of parties, the method of diagnosing personality disorders will be of little interest. What might be of interest is the possibility of viewing people as having a collection of personality traits, some of which may be somewhere on a maladaptive spectrum, rather than having to think in terms of

disorder categorization. Bill Eddy refers to the necessity of a dispute resolution professional to avoid the need to think in terms of personality disorder or categorization (Marriot and Brown 2011).

1.3.3 Dealing with a NPD during a dispute

Dr. Sarkis (2018) as a Florida Supreme Court certified family mediator and circuit mediator says; even seasoned attorneys and judges can usually pick up on gaslighting behaviour (related to Narcissistic Personality Disorder) right away, but some gaslighters are so good at manipulation that even so mental health professionals miss it.

Maclean Law (2018) says; do not try to negotiate or mediate with narcissists, their goal is to win, not settle. So negotiations or mediation (unless binding mediation / arbitration) is futile and a waste of emotional and financial resources. Better to apply those resources to Court proceedings;

Deal with Court Applications forcefully: narcissists may bring numerous Court Applications, often on trivial grounds and making unfounded accusations, in an attempt to wear down (and often exhaust the financial resources) of their adversary. It is important to bring Applications forcefully and completely to disprove the self-serving and often false claims of the narcissist as early as possible.

Move the process along: narcissists want to extend the process (to continue their power and control), not expedite it. Do not prolong the continued involvement with a narcissist, move the process along as quickly as possible, to get away from the narcissist as soon as possible.

Stay strong; narcissists do not care about others: try to not be drawn into the ‘game’; try to separate your emotions from the facts and results necessary in the process. It is important to have supporters (ie. family, coaches, therapists, etc.). Many people come out of the process finishing the relation with the narcissistic stronger and more self-assured than for many years in their previous relationship (Maclean Law 2018).

It is important to hire a professional who has experience with narcissists this does not have to be a “pit-bull” or “shark”, but experienced counsel who is sympathetic to the situation and knows how to deal with someone with narcissistic personality traits (Maclean Law 2018).

Miller (2017) says; while regular people want different things out of the conflict process, narcissists, because of their character traits, generally want the following:

They want to win: although there are no real “winners” in a dispute, narcissists view themselves as the ‘victim’, they are not willing to compromise. Narcissists want to prove they are ‘right’, and will do everything to be success, in their favour.

They want to make it a game: narcissists maintain their power and their edge over others as a defense system by keeping others off-balance, distracted and on the defensive; this is the way they deal with people in their other environments (family, business, etc.), and they see no reason to change this behaviour when they are in the Court system.

They do not care about the emotional costs: narcissists do not care about the high emotional costs of the situation, even on their own family. Their total focus is on themselves and combined with a lack of empathy for others, equals a total disregard for how others may be hurt by their words and actions.

They want to maintain power and control: the narcissist wants to prolong the power and control they already have over others as long as possible (or else they will have to find and groom another person for this). So they actually want to prolong this relationship of power and control.

They want you to give in: not only does the narcissist want to win, they want the trophy to prove it, by their adversary giving in, not only can they show to others that they have won, but that they were ‘right’ all along, and the adversary was ‘wrong’ (Miller 2017).

1.3.4 Arbitration in Ireland

All arbitration in Ireland, whether domestic or international, is governed by the Arbitration Act 2010. Arbitrating in Dublin offers a familiar legal framework in the form of the UNCITRAL Model Law (2006 version) on International Commercial Arbitration. Ireland is the only member of the European Union that operates a court system that is both English speaking and based on the common law (Arbitration in Ireland n. d.).

Advantages

1. Private proceedings which are not reported to outsiders.
2. Promoting cooperation of the parties, arbitration can be a cheaper and faster method of dispute resolution than court proceedings.
3. No need for multiple expert witnesses as the arbitrator selected is usually an expert in the field concerned.

4. Unlike a court judgment, there is no ground for any appeal process as the arbitrator's award is final and binding (excluding cases where there were technical errors by the arbitrator) (Arbitration in Ireland n.d).

The arbitration process in Ireland

Multiple arbitrators are not necessary unless we are dealing with complex international disputes.

Appointing an arbitrator can be done in one of the following ways:

1. If the dispute arises under a contract which contains an arbitration clause, the provisions of that clause should be followed. This is obligatory and can be initiated by any party.
2. Although rare, parties may agree on the selection of an arbitrator.
3. Parties can contact the Chartered Institute of Arbitrators at 8 Merrion Square Dublin 2 to have an arbitrator appointed for them. This method ensures the appointment of a trained arbitrator.
4. Where there is no arbitration agreement, a party may apply to the courts to request the dispute be referred to arbitration. If the application is successful, the court will appoint the arbitrator (Berwick n.d).

The proceedings

Once an arbitrator has been appointed, proceedings can begin, usually starting with the arbitrator arranging a preliminary meeting between the arbitrator and the parties or representatives of the parties

in order to outline the procedure and the timeframe for the hearing and dispute, this is also the time where the arbitrator's fees will be discussed or negotiated. The parties have two options, either they can choose to represent themselves or they can select a solicitor (or a technical expert in the field in question) to represent them during the dispute.

Each party receives all correspondence between the arbitrator and the other party at the same time. If deemed necessary by the arbitrator, a full formal hearing may be arranged at any time during the dispute. At any time when documentation is exchanged or shared by either party, the arbitrator will often issue a summary of the points of claim between both parties.

The award

Once all necessary hearings, meetings, etc have finished and all documentation has been submitted, the arbitrator is paid and will then issue his award in writing at the conclusion of the final hearing. The award states the payment of damages and costs etc. And can be enforced by the court if necessary.

2. RESEARCH METHODOLOGY AND METHODS

It is important to link a methodology to gain coherence and credibility Gomez (2010). “For any investigation, the selection of an appropriate research methodology is crucial to arrive at valid findings, comparisons and conclusions” Kumar (2011). The methodology is the topic which connects methods to philosophical questions which the researcher must work to draw considerations Fisher (2004) or how social science researchers call on to understand a complex issue (O’Leary 2017).

For the present study, different research methods have been used taking relevant data from organizations linked to the themes of legal framework in Ireland, collection of data from both genders and from areas related to the research.

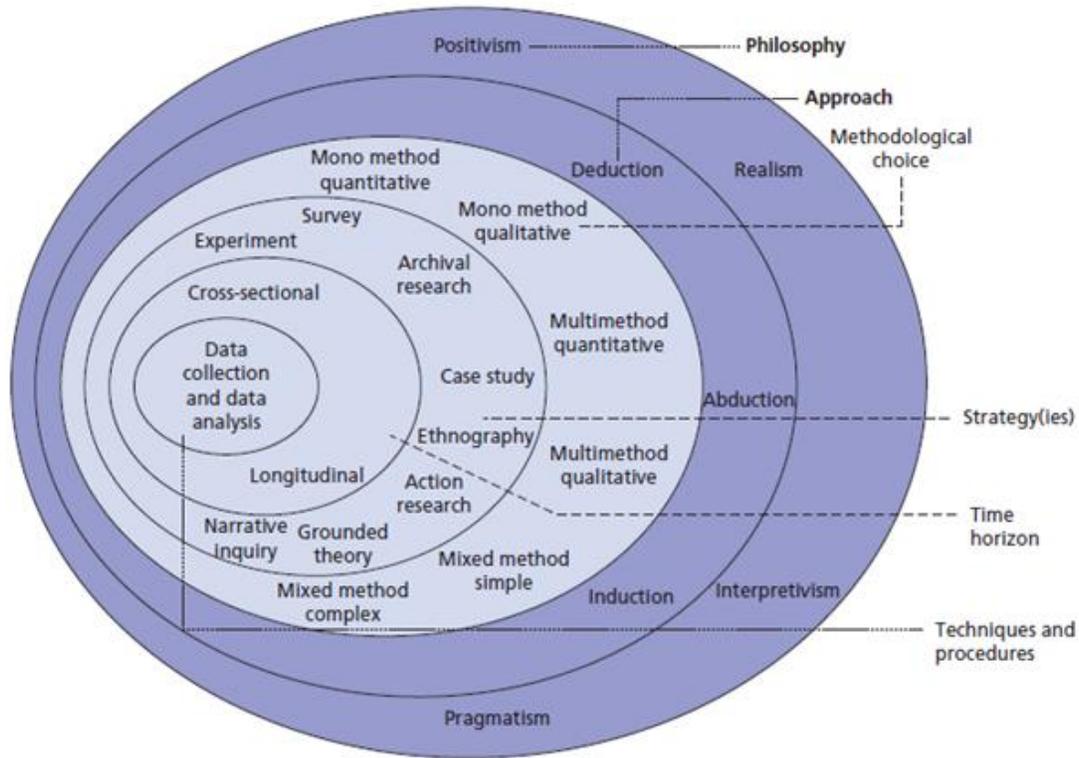
To summarize, this chapter answers the questions as to how the study has been carried out, provides a design of the research, methods and techniques applied for data collection which is broken down into the following topics.

2.1 Research design

Kerlinger (1986) explains that a research design is a plan, structure and strategy of investigation to obtain answers to research questions or problems. The plan is the complete scheme or programme of the research. It includes an outline of what the investigator will do from writing the hypotheses and their operational implications to the final analysis of data.

There is a wide array of quantitative and qualitative research paradigms and methods available for use by researchers. However, the choice of a suitable methodology (Nolan 1997), is based on the nature of the research problem and the researcher's philosophical orientation and assumptions. For this study, the *Research Onion* is included as reference. The methodology purposes are to demonstrate philosophy, approach to theory development, methodological choice, strategy, time horizon and techniques and procedures.

Figure 1. The Research Onion



Source: Mark Saunders, pl, at, Research Methods for Business Students, 2019.

The present research follows the *Epistemology philosophy* refers to assumptions about knowledge focused on the discovery of truth by means of observable, measurable facts (Saunders, Lewis and Thornhill 2019).

The analysis of this study acknowledges that professionals are lacking information about the scenarios they might have to deal with when meeting someone with Narcissistic Personality without knowing which are NPD traits and which are normal Narcissistic behaviours. Perceptions are considered in this

research to avoid bias; the study will be focused on professionals living in Dublin, Ireland and will follow issues in relation to this conflict.

2.1.2 Research Philosophy

Saunders, Lewis and Thonrhill (2019) explains the purpose of *pragmatism research* starts with a problem and aims to contribute practical solutions that inform future practice. This study is significant to drive the reflexive process of inquiry, which is initiated by doubt and a sense that something is wrong or out of place, and which recreates belief when the problem has been resolved in this particular field, in comparison with Carson, Gilmore, Perry and Gronhaug, (2001), in ontology philosophy, pragmatism uses a more personal process and experiences in order to understand reality

To carry out this research philosophy, *Pragmatism* will be used from the first layer of the Research Onion to provide guide in the structure. The pragmatism approach was chosen to analyse the findings in this field with the “accurate and rigorous knowledge and different contextualized experiences”. This approach is based on data collection such as survey and observations to understand their point of view. *Pragmatism philosophy* is suitable for this study owing to focused practical outcomes and facts influenced by many different ways of interpreting the world and undertaking research (Saunders, Lewis and Thonrhill 2019).

2.1.3 Research Approach

On the second layer of the Research Onion, the *abduction approach* will be used to conduct this study. In *abduction approach*, data collection is used to explore a phenomenon and identify and explain themes and patterns trying to integrate in order to generate or build theory often in the form of a conceptual framework using evidence provided by existing data and new data, therefore allowing their revision (Saunders, Lewis and Thornhill, 2019, p.156).

In this approach, deduction does not suit this research as facts need to be measured, in this research, the data collection will be analysed qualitatively. The researcher opted to apply a questionnaire to get access to reliable information from the respondents. The information obtained was from professionals from different nationalities and from the following areas; law, health, humanities and social sciences, administration, arts and communication, hospitality, engineering and education and social services, all living in Dublin, Ireland, as they are considered a susceptible population to deal with people with NPD traits and who may be ignorant as to how to distinguish from general Narcissistic behaviours.

2.1.4 Methodological Choice

For this section of the study, *Mono Method* will be used from the third layer of the Research Onion. This draws from qualitative research. Saunders, Lewis and Thornhill (2019) said that mono method may use a single phase of data collection and analysis. Qualitative research is interpretive because researchers need to make sense of the subjective and socially constructed meanings expressed about the

phenomenon being studied. Also, he refers to qualitative research as it studies participants, meanings and relationships between them, using a variety of data collection techniques and analytical procedures, to develop a conceptual framework and theoretical contribution (Saunders, Lewis and Thornhill, 2019, p. 179).

The research choice has to be carried out in a proper manner to accrue valid information that could be validated. Saunders, Lewis and Thornhill (2019) say that those who consent to taking part in qualitative research are therefore not seen as mere respondents but as participants in the collection of data. Numeric data analysis procedure applies for this part of the research due to observations of variables in the professional's knowledge (Taylor 2015). It is a way of facing the empirical world in this way.

The questionnaire was designed with short questions to encourage participants to complete the form and do so within the stipulated time. The questionnaire is easy and simple so as to get concise and precise answers from the participants.

2.1.5 Research Strategy

Saunders, Lewis and Thornhill (2019) mention the key to your choice of research strategy or strategies is that you can achieve a reasonable level of coherence throughout your research design which will enable you to answer your particular research questions and meet your objectives. On the Research Onion, the four layers have strategies: experiment, survey, archival research, case study,

ethnography, action research, grounded theory and narrative inquiry. Although, there is a range of strategies, to develop the present research, the *survey* appears to be most appropriate. Saunders, Lewis and Thornhill (2019) say the *survey strategy* is perceived as authoritative by people in general and is comparatively easy both to explain and to understand. *Research surveys* can be used to suggest possible reasons for particular relationships between variables and to produce models of these relationships.

As strategies, *experiments* cannot be used for this study because it is for laboratory-based research and *narrative inquiry* is based on a sequence of events (Saunders, Lewis and Thornhill 2019).

2.1.6 Research Time Horizon

The fifth layer of the Research Onion is represented by the *time horizon*. The time horizon guides two points: cross-sectional and longitudinal (Saunders, Lewis and Thornhill 2019). To conduct this part of the research, a *cross-sectional* approach is the most appropriate as the study will be carried out at a particular time for this research, the designed period of the survey was 3rd to 5th of March 2020 and it is based on the analysis of an individual's perceptions on that period of time. Longitudinal study suits better when variables can be measured repeatedly over different periods.

2.1.7 Techniques and Procedures

The last layer of the Research Onion presents two procedures: *Data collection* and *data analysis*, the perception of each individual can interfere with each answer given, however, the researcher must make a fair judgment about the quality to identify the *reliability and validity* of the information collected. The validation of the authenticity of the information is relevant to guide this research challenging the outcome according to “beliefs, attitudes and interpretations” (Saunders, Lewis and Thornhill 2019). The study tries to achieve transparency during data collection and data analysis.

2.2 Sample

The population for this study is focused on professionals living in Dublin city centre, Ireland. The opportunity to gain access to both genders is feasible for this research the moment they agree to participate in the survey. Male and females could easily answer all the questions in a single session. It is relevant to inform them of the use and protection of their data even when the information will be anonymous. The data gathered will be managed completely for ethical and research purposes only (Saunders, Lewis and Thornhill 2019).

2.2.1 Sample Size

To review the perceptions of professionals living in the centre of Dublin, Ireland, *surveys* will be use qualitative analyses as this typically requires a smaller sample size than quantitative analyses. Qualitative sample sizes should be large enough to obtain enough data to sufficiently describe the phenomenon of interest and address the research questions. The goal of qualitative researchers should be the attainment of *saturation*. Saturation occurs when adding more participants to the study does not result in additional perspectives or information. Glaser and Strauss (1967) recommend the concept of saturation for achieving an appropriate sample size in qualitative studies. For phenomenological studies, Creswell (1998) recommends 5 to 25 and Morse (1994) suggests at least six.

These recommendations can help a researcher estimate how many participants they will need, but ultimately, the required number of participants should depend on when *saturation is reached*, however, Kumar (2011) mentions in qualitative research, number considerations may influence the selection of a sample such as: the ease in accessing the potential respondents; your judgment that the person has extensive knowledge about an episode, an event or a situation of interest to you; how typical the case is of a category of individuals or simply that it is totally different from the others.

For the quantitative part of this research, a hundred twelve people answered a questionnaire online to analyse people's perceptions about Narcissism.

2.3 Limitations

Once the Survey was presented to the participants emerged some limitations emerged with regard to gaining survey answers and information about the research such as people who cannot take part because they do not have time and people not wanting to share their experiences. However, once participants were informed that 1) the survey would be via the Whatsapp phone application, 2) it would only take a few minutes to answer and most importantly 3) that the information gathered will be completely anonymous and confidential; their attitude became much more cooperative.

2.4 Strengths

The survey used to gather data will use easily understandable and suitable language for the participants. The participants showed great interest in the topic and subsequently were delighted to take part in this research, showing real curiosity about this phenomenon. NPD is appearing more frequently. Respondents understood the purpose of this study which was to help gain access to information and provoked further curiosity to learn more about how to distinguish someone with NPD from someone with general narcissistic behaviour.

2.5 Ethics in Research

Ethical concerns in any research at the moment of seeking access to information of organisations or individuals. Saunders, Lewis and Thornhill, (2019) refers ethics to the standards of behaviour that guide your conduct in relation to the rights of those who become the subject of your work and are affected by it. Research ethics therefore relates to questions about how we formulate and clarify our research topic, design our research and gain access, collect data, process and store our data, analyses and write up our research findings in a moral and responsible way. The researcher should conduct the investigation in trust and respect and ensure the confidentiality of the participants (Saunders, Lewis and Thornhill 2019).

3. PRESENTATION OF DATA

The objective of this chapter is to show the data collected through the *survey* regarding the topic of the research *How to face a Narcissistic Personality during a Dispute*. In this part of the dissertation, the reader can find information corroborated through the analysis of the data collected to find the answers to the questions established for this investigation.

The data provides the variables about the following topics discussed:

1. Why is it important distinguish between the Narcissist behaviour patterns and the pathological patterns of a person with NPD during a dispute?.
2. How useful could it be for professionals and people in general to be able to distinguish NPD from general narcissistic behaviour?.
3. To what extent and in what type of context can Arbitration be used as an alternative effective method of dispute resolution in a case where one of the parties has been identified with NPD?.

The presentation of data collection is combined with graphs to give a better scenario of the perspectives related to the answers given from the participants; just a glance at the charts results will reveal the perspectives.

The *pragmatism*, combined with the Survey strategy is important to gather as much information as possible from the respondents.

The results obtained in this study, has been interpreted by the researcher in her own way accordance with the *abductive approach*. The topics involved in the literature review have been validated and

analysed together with the answers to the *multiple choice* questions; this means that a connection was made with the literature review information. The *abductive approach* guarantees the integrity of this study.

3.1 Questionnaire Survey

The questionnaire (Appendix B) was made available online through Google forms¹. The designed period of the survey was 3rd to 5th of March 2020. It has thirteen questions and comments. A total of one hundred twelve professionals, currently living in the centre of Dublin, Ireland, voluntarily answered them.

The *survey* was created taking into account people's perceptions about the following topics: Narcissist behaviour patterns, pathological patterns of NPD, Arbitration as a method of Dispute Resolution (as an alternative method when dealing with a party identified with NPD traits during a conflict).

¹See https://docs.google.com/forms/d/e/1FAIpQLSdSVwWCyB4BWR_LWEUAcPFUiul-LrKE9hKhYR5Nf82NJluFog/viewanalytics

Figure 2. Question 1

Genre

0 respuestas

The purpose of this question is to extract the number of each gender to analyse gender-specific perceptions related to the study.

1. Gender
 - Male
 - Female

Figure 3. Question 2

What is your age?

0 respuestas

This question intends to show the perceptions of professionals related to their age.

2. What is your age?
 - 18-25
 - 26-35
 - 36-45
 - 46-60
 - Over 60 years

Figure 4. Question 3

Where are you from?

0 respuestas

This question will show tendencies according to the participants' nationality. "Mental disorders occur in all cultures... all cultures appear to label some specific behaviours in a way that is similar to the categories and definitions used by Western psychiatry" (Gross 2011).

3. Where are you from?

Figure 5. Question 4

What is your scholar grade?

0 respuestas

The aim of this question is to evaluate how levels of education influence perceptions of different scenarios.

4. What is your highest level of education?
 - Bachelor's degree
 - Postgrade
 - Master
 - PhD
 - Other

Figure 6. Question 5

What is your field of job?

0 respuestas

The objective of this question is to explore if the area of the work influence perceptions.

5. What is your field of work?

Law

Health

Humanities and Social Sciences

Administration

Arts and communication

Hospitality

Engineering

Education and Social service

Other

Figure 7. Question 6

Do you know what Narcissism is?

0 respuestas

The objective is to review if participant's are familiar with the general topic of this Dissertation

6. Do you know what Narcissism is?
Yes
No

Figure 8. Question 7

Do you know what the difference are between Narcissistic behaviours than Narcissistic Personality Disorder?

0 respuestas

The purpose of this question is to study if professionals are aware that there are differences between someone with NPD and someone who presents the general Narcissistic behaviour.

7. Do you know what the differences are between Narcissistic behaviours than Narcissistic Personality Disorder?
Yes
No
Unsure

Figure 9. Question 8

Do you know that Narcissistic Personality Disorder is a mental health condition?

0 respuestas

This question evaluates the perceptions of the participants in this survey. It could be used to debate whether their conceptions about people who present traits of Narcissism may be complicating a relationship as will be case where one party is identified with NPD, or a situation where the parties involved can begin a dialogue to resolve the issue.

8. Do you know that Narcissistic Personality Disorder it is a mental health condition?
- Yes
 - No

Figure 10. Question 9

Would you know if you were dealing with a Narcissist?

0 respuestas

This question is related to the topic of Narcissism in the literature review section. It intends to demonstrate the knowledge of the participants related to this theme.

9. Would you know if you were dealing with a Narcissist?
Yes
No
Unsure

Figure 11. Question 10

Would be important for you to know how to approach a person with Narcissistic Personality Disorder?

0 respuestas

The objective of this question is to investigate if professionals are interested in knowing how to identify a person with traits of NPD and how approach and deal with them.

10. Would be important for you to know how to approach a person with Narcissistic Personality Disorder?
Yes
No

Figure 12. Question 11

Did you know that for a person with Narcissistic Personality Disorder always will look for win-lose, never win-win?

0 respuestas

This question intends to demonstrate if professionals are aware of the importance of knowing how to approach and deal with a person with NPD during a dispute.

11. Did you know that a person with Narcissistic Personality Disorder will always look for “win-lose” results and never “win-win”?

Yes

No

Figure 13. Question 12

Have you been involved in Alternative Dispute Resolution?

0 respuestas

Todavía no hay respuestas para esta pregunta.

This question is relevant for the study. It is to collect the number of participants that were involved in a dispute using any of the Alternatives of Dispute Resolution.

12. Have you been involved in any Alternative of Dispute Resolution?

Yes

No

Figure 14. Question 13

Did you know Arbitration is a legally binding form of Alternative of Dispute Resolution that could be effective in a conflict with a person with a Narcissistic Personality Disorder?

0 respuestas

The aim of this question is to find out if professionals are aware of Arbitration being a method of Dispute Resolution when dealing with parties who have been identified with NPD.

13. Did you know Arbitration is a legally-binding form of Alternative of Dispute Resolution that could be effective in a conflict with a person with a Narcissistic Personality Disorder?

Yes

No

Figure 15. Question 14

Comments

0 respuestas

The comments are relevant for the study. It is to collect the number of participants who show any interest, doubts or want to offer suggestions.

14. Comments.

4. DATA ANALYSIS/FINDINGS

For this research, qualitative data will be analysed in a descriptive way. It matches with induction approach due to is linked it to identify themes. Kumar (2011) said descriptive information first goes through a process called content analysis, whereby you identify the main themes that emerge from the descriptions given by respondents in answer to questions. Having identified the main themes, there are three ways that you can deal with them, you can examine verbatim responses and integrate them with the text of your report to either support or contradict your argument, you can assign a code to each theme and count how frequently each has occurred or you can combine both methods to communicate your findings. This is your choice, and it is based on your impression of the preference of your readers. For the quantitative data collected will be analysed as Berman Brown and Saunders (2008) mentions, it can be divided into two distinct groups: categorical and numerical. Categorical data refer to data whose values cannot be measured numerically but can be either classified into sets (categories) according to the characteristics that identify or describe the variable or placed in rank order. These are known as descriptive data or nominal data as it is impossible to define the category numerically or to rank it. Rather these data simply count the number of occurrences in each category of a variable. For virtually all analyses the categories should be unambiguous and discrete; in other words, having one particular feature.

Choice in qualitative analysis not necessarily between a 'right' and 'wrong' technique. Some forms of qualitative analysis are not exclusive; you may have to choose between alternative ways to analyse

your qualitative data, making this choice uncertain and possibly confusing. (Saunders, Lewis and Thornhill 2019).

4.1 Questionnaire Survey

Figure 16. Chart question 1. Gender

The chart shows that 10.7% more females than males answered this survey about Narcissistic Personality Disorder and Arbitration.

Figure 1

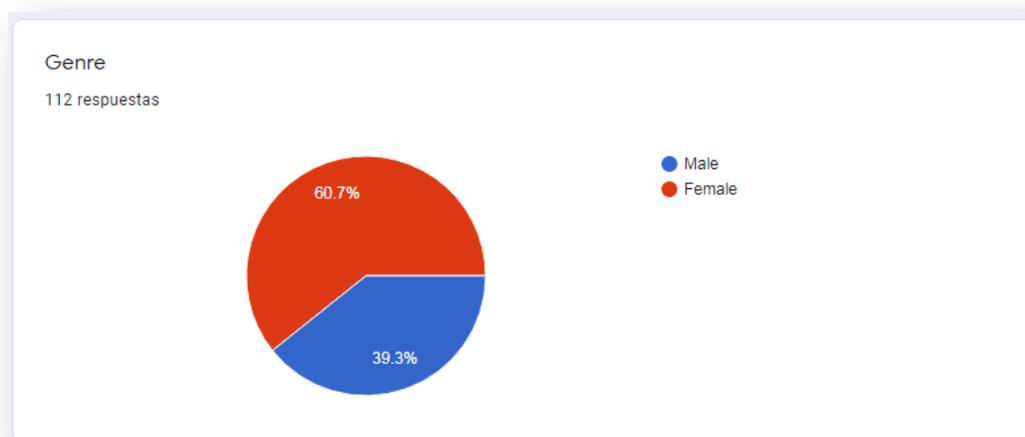


Figure 17. Chart question 2. What is your age?

The chart shows that 64.3% was the highest percentage of the participants who answered this survey, the majority of professionals who answered the survey were between 26 - 35 years old.

Figure 17

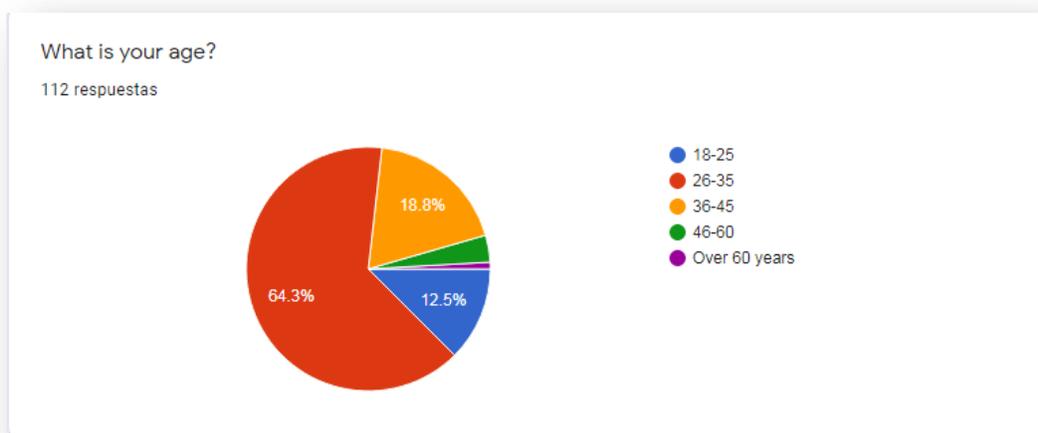


Figure 18. Chart question 3. Where are you from?

The question intends to extract the nationality of the participants in order to take diverse cultural perceptions of regarding Narcissistic behaviour and Narcissistic Personality Disorder which relates to the information in the literature review. The chart shows different nationalities including; Brazil, U.S.A., Ireland, Spain, Slovakia, Turkey, Russia, Mexico, Colombia, Chile, Italy.

Figure 18

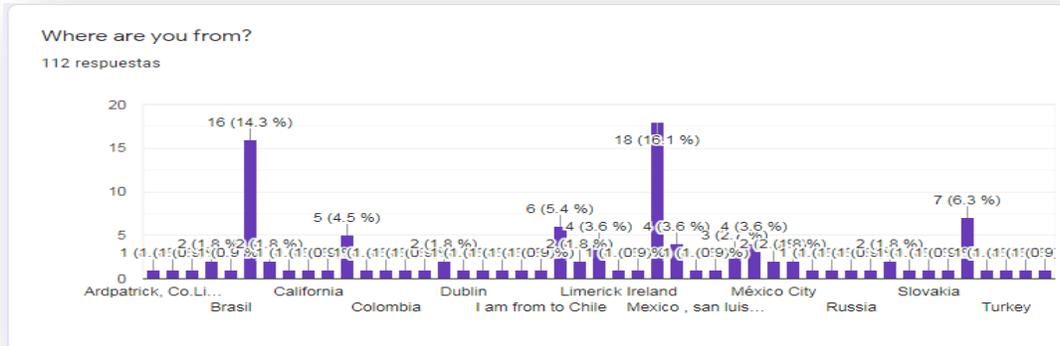


Figure 19. Chart question 4. What is your highest level of education?

This chart corroborates scholarly grades, showing that 44.6% of the professional participants have a bachelor’s degree, the second higher percentage, accounting for 25% of the total, were the respondents with master’s degrees.

Figure 19

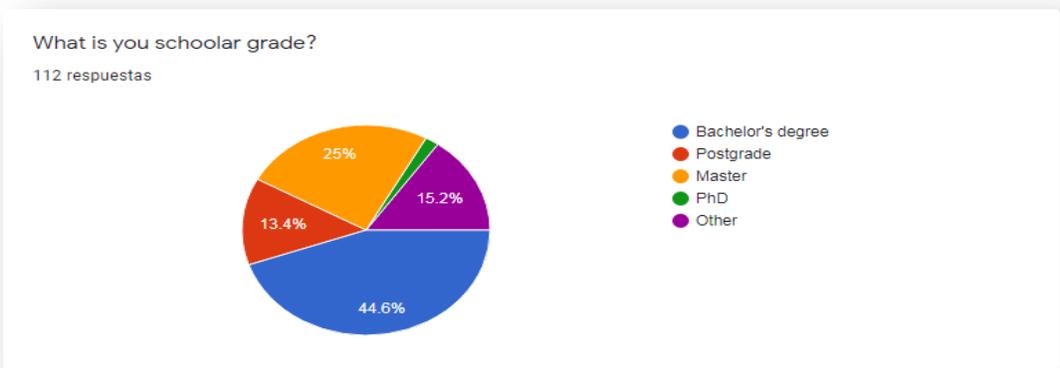


Figure 20. Chart question 5. What is your field of work?

The list was sent to 258 participants, they were informed that the survey was voluntary, also, it was with the intention knowing which fields show more interest in learning about how to deal with someone with Narcissistic Personality Disorder. Humanities and social sciences with 4.6%, law with 8% and hospitality with 8%, being the ones most vulnerable to get involve with someone with NPD.

Figure 20

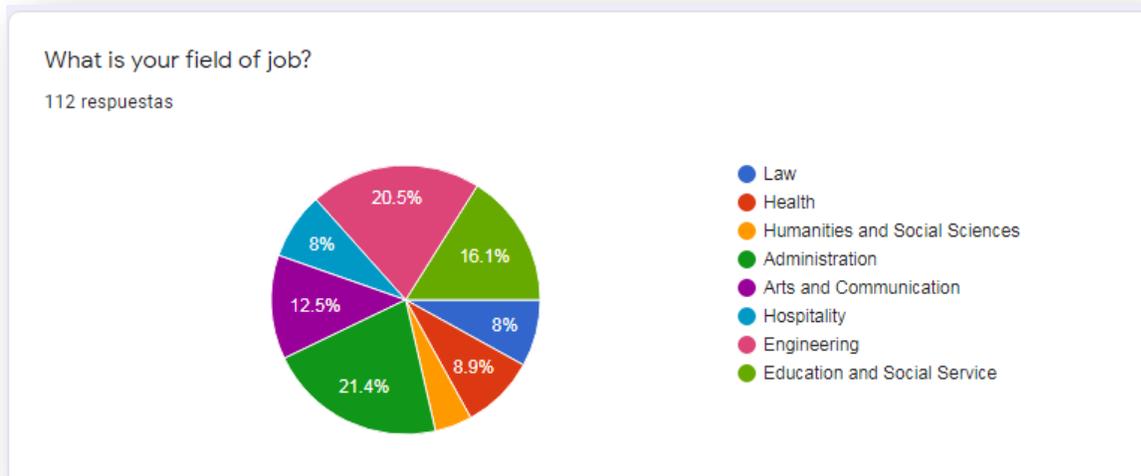


Figure 21. Chart question 6. Do you know what Narcissism is?

The total was 112 participants and 92% of participants answered in the affirmative, the participants who answered in the negative were only 8%.

Figure 21

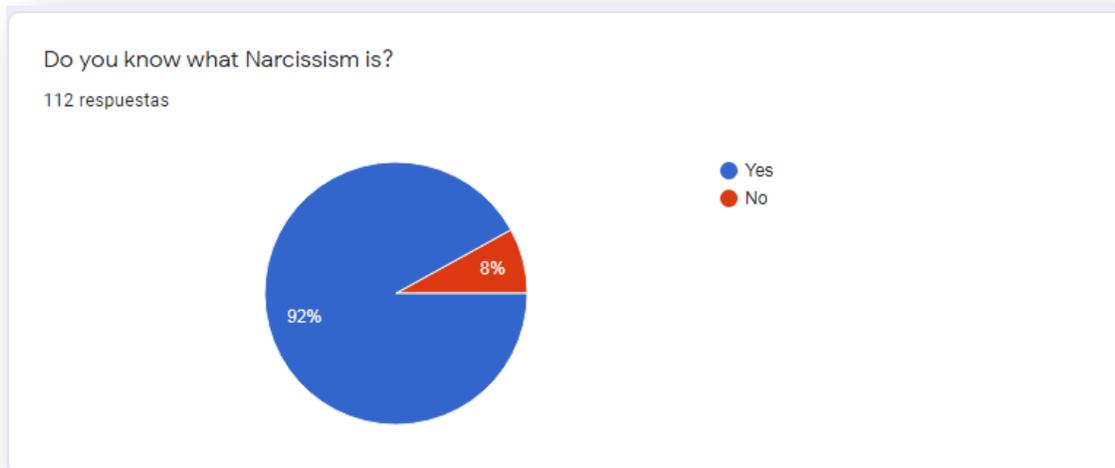


Figure 22. Chart question 7. Do you know you what the differences are between Narcissistic behaviour and Narcissistic Personality Disorder?

The chart shows that 74.1% of the participants answered “no” or “unsure” whilst 25.9% answered “yes”, resultantly, we can assume that professionals tend to confuse the traits of NPD with Narcissistic behaviour.

Figure 22

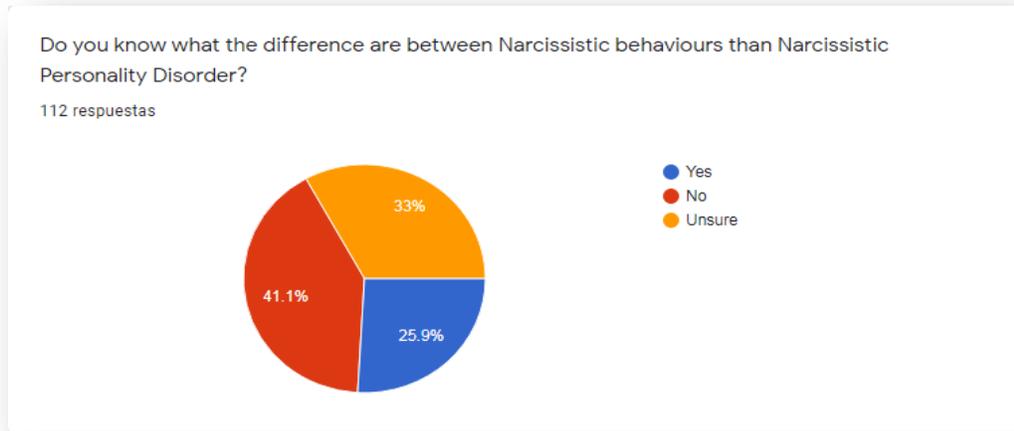


Figure 23. Chart question 8. Do you know that Narcissistic Personality Disorder is a mental condition?

In this question we can confirm the discrepancies about whether the participants really know what a Narcissistic Personality Disorder is. Nevertheless, the negative answers were lower than the affirmative at 40.2% and 59.8% respectively.

Figure 23

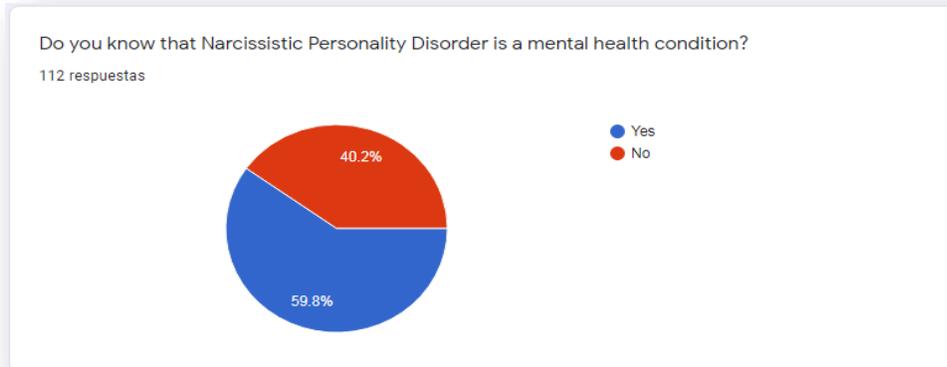


Figure 24. Chart question 9. Would you know if you were dealing with a Narcissist?

Those who answered "yes" accounted for 33%, hence we can again assume that professionals tend to confuse the traits of regular Narcissistic behaviour with Narcissistic Personality Disorder traits.

Figure 24

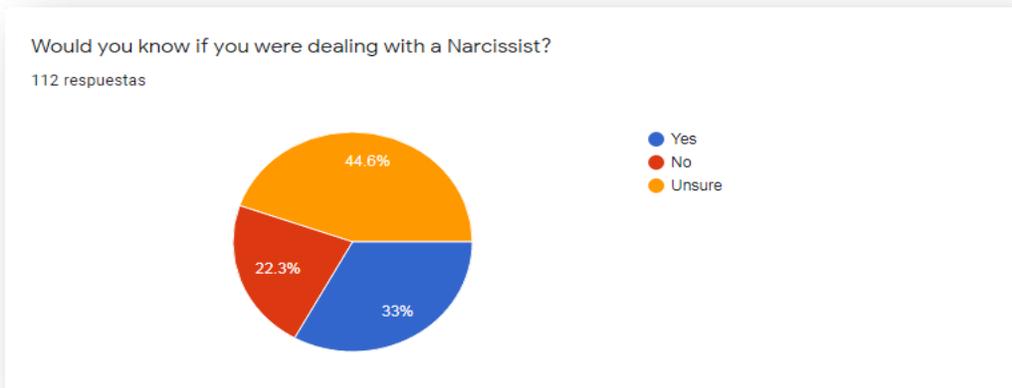


Figure 25. Chart question 10. Would it be important for you to know how to approach a person with Narcissistic Personality Disorder?

Only 10.7% answered “no” and the majority of the participants answered “yes” with 89.3%, regarding this question, we can assume that a significant quantity of professionals would be interested in learning more about this topic.

Figure 25

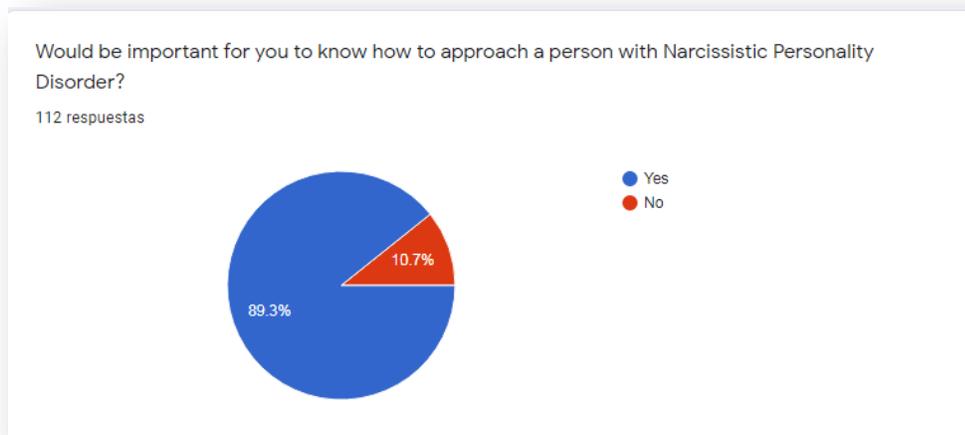


Figure 26. Chart question 11. Did you know that a person with Narcissistic Personality Disorder will always look for “win- lose”, never “win-win”?

The chart shows 70.5% of the participants answered "no", confirming the assumption that the participants do not know the traits of the Narcissistic Personality Disorder; therefore they may not have the proper strategy to face a Narcissist with NPD.

Figure 26

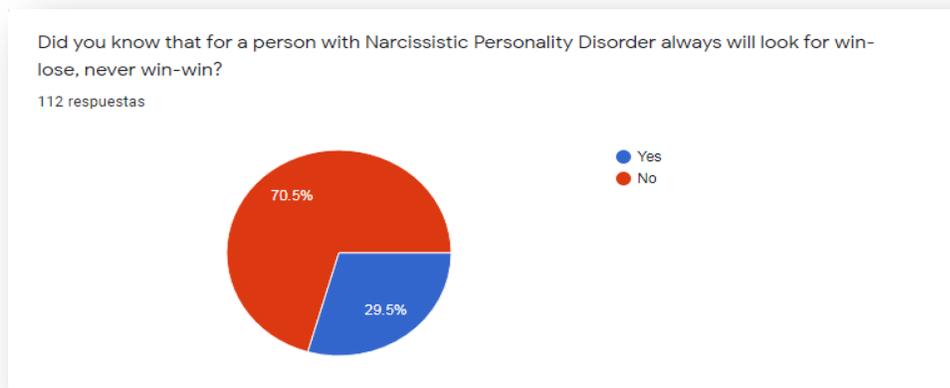


Figure 27. Chart question 12. Have you been involved in Alternative Dispute Resolution?

Have you been involved in Alternative Dispute Resolution?

In this chart we can see that 77.7% of the participants have not been involved in a dispute and a minority answered “yes”.

Figure 27

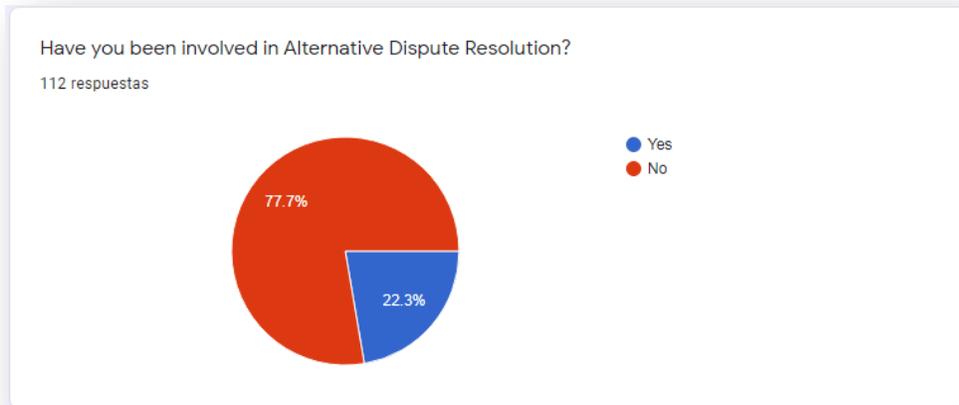


Figure 28. Chart question 13. Did you know that Arbitration is a legally-binding form of Alternative of Dispute Resolution?

Only 13.4% of the participants answered “yes”, this question was made with the purpose of finding out if professionals know about Arbitration as an alternative to carrying out a legal proceedings.

Figure 28

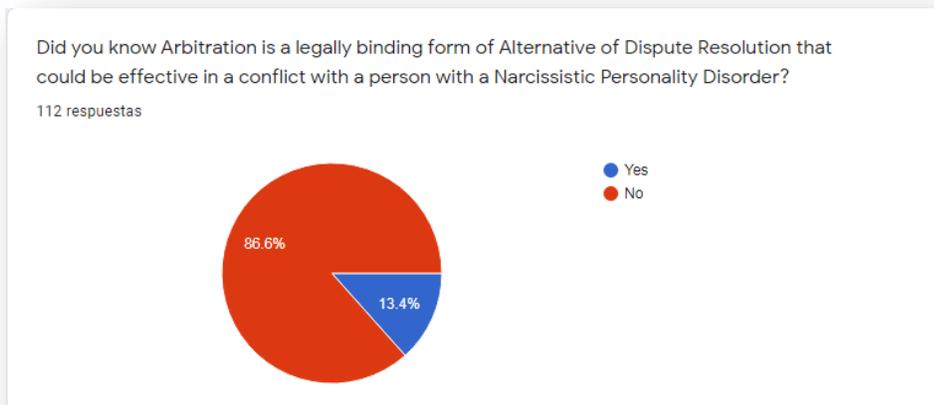
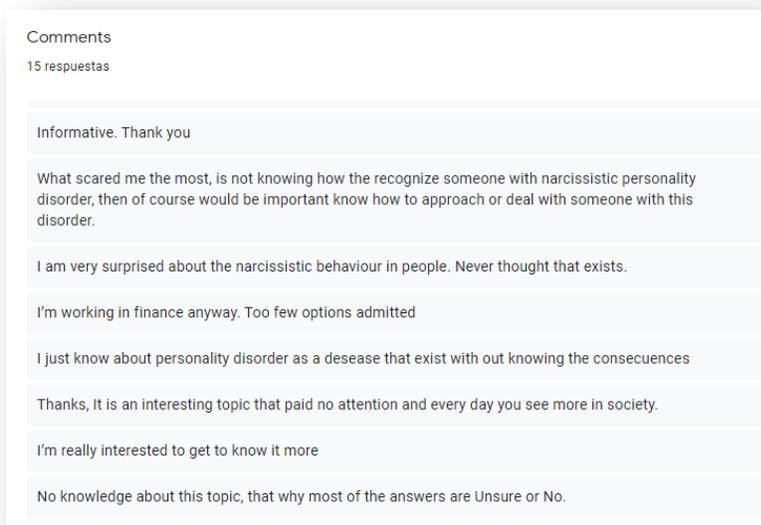
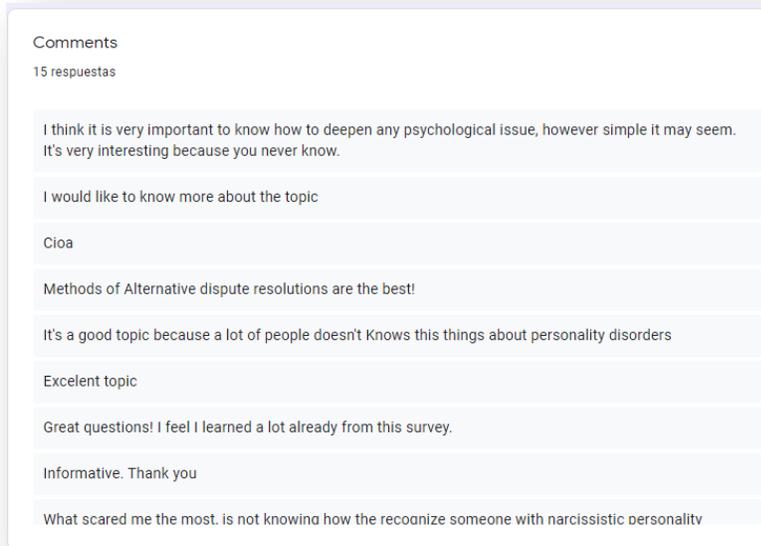


Figure 29. Question 14. Comments

The purpose of this question was to get the perceptions of the participants, we got 15 comments from 112 respondents, the majority considering it an important and interesting topic.

Figure 29



5. DISCUSSION

In this chapter, we aim to examine and interpret the elements that were analysed in this research as well as to discuss and analyse the results of each research question for this study and support them with the information in the literature review and findings to extend our knowledge. The information collected in the previous chapters offers an understanding of what is important to know, how distinguish regular Narcissist behaviour from Narcissistic Personality Disorder and consequently, understand how to deal with it. We specified Arbitration in Ireland related to it, providing further information in regard to arbitration as an alternative form of dispute resolution for certain issues.

5.1 Research question 1: Why is it important distinguish between the Narcissist behaviour patterns and the pathological patterns of a person with NPD during a dispute?.

The analysis of the research shows that 92% of the survey participants answered "YES" when asked if they knew what is Narcissism is, however the percentage of participants answers decreased by around 30% when asked if they knew what NPD is.

When asked if they knew that NPD's look for a win-lose result and not a win-win result, 70% of the participants answered "NO", therefore we can safely make the assumption that the professional participants did not really know what Narcissistic personality disorder is.

A person with narcissist behaviour traits and other with NPD have a lot in common. In spite of that, people with Regular Narcissism are able to negotiate or apologize and be flexible whilst people with NPD have a lack of empathy, being totally indifferent about the needs of others. A pathological narcissist is interested in getting “narcissistic supply” that means reactions in order to gain false superiority. They will use destructive narcissistic tactics. People with NPD are expert manipulators who induce serious toxic environments, demanding all the attention on themselves. For them, rules do not exist and they will try transfer all barriers in society and relationships. It is important to note that it is a disorder, a mental condition established in DSM-IV AND DSM-V. Someone with NPD will exploit all relationships around them with the intention of getting what they want.

According to Rosenhan’s identification, their delusions of grandeur take a lot of work, requiring an evaluation of the situation to distinguish the dysfunctional attitudes and behaviors associated with this. Something important to mention is that people with NPD can be complicated to diagnose because people who present NPD traits never think they are wrong, therefore, this kind of personality is unwilling to accept professional treatment.

People with narcissistic personality disorder are extremely resistant to changing their behaviour, even when it’s causing them problems. Their tendency is to blame others. Moreover, they are extremely sensitive and react badly to even the slightest criticisms or disagreements, which they view as personal attacks. To people involved with narcissists, it is easier just to go along with their demands than to avoid conflicts. It is important distinguish NPD from general Narcissistic behaviour to protect yourself by setting limits from their power plays. Moreover, distinguishing the two can help to avoid destructive relationships in many areas of your life.

The statistics of people with NPD nowadays is increasing. Approximately 0.5% of the United States population, or one 1 in 200 people has the disorder. Nowadays, it is common to find Narcissists, nevertheless if you know how to distinguish the differences, you can avoid involvement with these kinds of people or find the adequate professional support.

Narcissistic Personality Disorder in ADR: Principles and Practice, is considered as a high conflict personality (HCP) is not driven by logic and self-awareness. They are the opposite of what your own defensive brain really wants to do. Doidge (2007).

5.2 Question 2: How useful could it be for professionals and people in general to be able to distinguish NPD from general narcissistic behaviour?.

This research reveals that professional perceptions in general have discrepancies in relation to knowledge about Narcissism and Narcissistic Personality Disorder. It is considered important that professionals be aware that Narcissistic Personality Disorder is a serious mental condition, even then, it is not enough only to have the knowledge about it. Firstly, to protect yourselves and secondly, to be aware that this knowledge can help to drive the conflicts with people with NPD in the correct way.

Regarding the Alternatives of Dispute Resolution, Principles and Practice has classified the personality disorders and determined Narcissistic Personality Disorder as a high conflict party. High conflict parties require special attention for dispute resolvers because some of the approaches and strategies that

may be appropriate for addressing most conflict situations will not necessarily be right. It will be necessary to be clear as to what is meant in this context by high conflict (Brown and Marriot, 2011).

It can also be challenging for conflict resolution practitioners to deal with strong emotions. Someone with NPD is likely to have difficulty in functioning in a logical and rational way. Eddy describes a person with Narcissistic personality Disorder as a “persuasive blamers” (Brown and Marriot 2011).

People with Narcissistic Personality Disorder have a tendency to ignore boundaries and limits and to try to get the Arbitrator, or any other professional, to go beyond ordinary professional limits. Once you have knowledge about what the differences are between regular Narcissistic behaviors and NPD you can set limits ahead of time so as to not get involved in their traps.

5.3 Question 3: To what extent and in what type of context can Arbitration be used as an alternative effective method of dispute resolution in a case where one of the parties has been identified with NPD?.

The findings in this research say that law and legal definition about Narcissistic personality disorder refers to a type of personality disorder that is closely related to self-centeredness. It is a serious emotional disturbance characterized by a grandiose, or extremely exaggerated, sense of self-importance.

Brown and Marriott (2011) say that in the nature of high conflict disputes, they may not be resolved by agreement, however much support the parties may receive from third party neutrals and however good the facilitation provided. In these circumstances neither the mediator nor the parties should regard it as a failure or a matter for self-reproach if they find that they need to have the issue resolved by

adjudication. On the contrary, that may well be the right way for matters to be decided if all attempts to agree are unsuccessful.

As outlined in Chs 6 and 28, the statutory provision for Arbitration in England arises under the Arbitration Act 1996. There is also statutory provision for adjudication, which was introduced through the Housing Grants, Construction and Regeneration Act 1996.

The outcome of adjudicatory forms will necessarily be a determination, whereas consensual processes will only have a binding outcome, therefore the arbitrator will have authority to consider the dispute and to make a binding decision if the parties reach agreement (Brown and Marriot 2011).

In Ireland, separate legislation is applied to domestic and international arbitrations. Before the 2010 Act, domestic arbitrations were governed by the Arbitration Act 1954 (the "1954 Act") as amended by the Arbitration Act 1980 (the "1980 Act") while international arbitrations were governed by the Arbitration (International Commercial) Act 1998 (the "1998 Act"). The 1998 Act adopted the UNCITRAL Model Law (as adopted by the United Nations Commission on International Trade Law on 21 June 1985) ("the Model Law") (Doyle 2010).

The arbitration of family issues have been adopted in other jurisdiction, including in UK scheme as a effective, with the support envisaged from family solicitors and the family bar (Brown and Marriot 2011).

CONCLUSION

When a conflict appears and people cannot resolve it on their own, so try to find several ways to reach a solution. Thus, people find it suitable if a third party imposes a solution for them as is the case with the legal system in Ireland. Arbitration as a method of resolving a conflict in situations where the parties could not resolve it themselves. The key difference is that the parties accept an agreement. In the case that one of the parties wants to appeal the decision of the arbitrator, the grounds generally should to relate to technical errors by the arbitrator and not to the starters or resources of the parties.

Bandura made the important distinction between learning and performing: learning of aggressive responses (acquisition) does not necessarily means that they will be displayed in the child's behaviour (performance). In other words, a failure to imitate does not imply the absence of learning (Gross 2001).

The aim of this research is to identify the differences between what is a Narcissistic Personality Disorder and why it is important to distinguish it from general Narcissistic behaviour.

The literature review explains broadly some characteristics to identify a person with Narcissistic personality disorder. Nowadays, is easy to find people who are self-centered, lie a lot and have harmed others, including their own friends, family members and other people who thought they cared about them.

According to The Recovery village (2018) the statistics of people with NPD nowadays has increased to approximately 0.5% of the United States population, meaning one 1 in 200 people has the disorder.

In spite of that the research findings show discrepancies about whether professionals in this case are able to distinguish the differences between regular Narcissism and NPD. During the research, lot information about the differences between them were found, even so professionals and people in general still confuse these terms.

The survey collected one hundred and twelve total answers, where 59.8% of the respondents answered to not have knowledge about NPD as a mental health condition. . It is important that professionals and people in general be aware and able to recognize when they are treating NPD and not generalize it only as a conflictive personality.

In the principles and practice of Alternatives of Dispute Resolution (ADR), the Narcissistic Personality Disorder (NPD) is classified as one of the personalities disorder established in DSM-IV and DSM-V as High Conflict Parties (HCP).

When professionals and people in general reach, are able to distinguish a person with NPD, it increases the possibility of having a positive and effective impact on the dispute result. It is important to have an adequate strategy to face a party with NPD during a dispute. The disputes with a party with NPD are known to be exhaustive and draining. By having the proper strategy, practitioners can protect themselves (Brown and Marriot 2011). Developing a healthy skepticism to the charming false images created by people with NPD and realizes the personality patterns are serious and dangerous.

Brown and Marriot (2011) refer to high conflict dispute as inherently challenging and potentially stressful for practitioners who may feel somewhat adrift as they struggle frustratingly to find a way to

move things forward. To have strategies in this will provide a basis and framework for dealing with these challenging matters.

Exploring Arbitration as an effective method to deal with NPD's;

Arbitration is the only alternative method of dispute resolution which controls the process with the goal of achieving an agreement. It is an adjudicatory method. Arbitration has control throughout the process. Since the Alternatives of Dispute Resolution have classified NPD as a part of the high conflict parties, saying that dealing with a personality disorder is difficult; it is better to not try to negotiate or mediate with narcissists, their goal is to win, not settle (Brown and Marriot 2011). Therefore Arbitration is considered an effective method when dealing with a party with Narcissistic Personality Disorder.

The function of the arbitrator is to listen to both sides and makes a final decision. Like a trial, only one side will prevail. Unlike a trial, appeal rights are limited. These grounds generally relate to technical errors by the arbitrator and not to the starters or resources of the parties. So, that means, if the party who presents NPD traits is limited when it comes to appealing the decision.

Arbitration can conduct a hearing where all of the parties present evidence through documents, exhibits and testimony, but less exhaustive than doing this directly in the court.

The main feature of Arbitration is that the process cannot be initiated or conducted against, anyone without consent.

Arbitration differs from mediation and conciliation in that its goal is a final, binding award. Moreover, Arbitration is subject to the extensive statutory regime in England (The English Arbitration Act of 1996) (Brown and Merriot 2011).

Do not try to negotiate or mediate with narcissists, their goal is to win, not settle. Negotiations or mediation (unless binding mediation / arbitration) is futile and a waste of emotional and financial resources (Maclean Law 2018).

REFLECTION

Looking back on my work here I have come to realise that I chose the topic of this research for personal reasons as I discovered I had been in an abusive romantic relationship not so long ago and it was through this that I discovered what Narcissistic Personality Disorder is. At first, I thought that it was just a simple case of general narcissistic behaviour which came to the fore from time to time, however, this turned out not to be the case, in fact it was something much worse. From my research in this dissertation I was able to learn more and thus become more able to understand what NPD is and how it affects the person and those around them. Resultantly, I have been able to come to terms with my own situation a little more. In addition, this realisation happened at the same time as I needed to start my dissertation. The timing could not have been worse, but actually it turned out to be a blessing in disguise. I decided to start seeing a Psychotherapist as I knew I needed professional guidance in this case, however, it came to light early on that my psychotherapist was not adequately prepared to deal with a victim of a person with NPD and so was constantly ignoring my perceptions, offering her insight which, as a victim, I knew to be incorrect. It was then that I realized she was confusing the characteristics of NPD as I was describing them to her, with regular Narcissistic traits. During my research, I found that this confusion, or to put it more bluntly, this ignorance of the differences between the traits of regular Narcissism and Narcissistic personality disorder was actually very common, alarmingly so in fact. I continued looking for more information, something that could help me to get back to normal in the aftermath of that abuse. While I was doing my research, I discovered that my father has the same behaviour patterns of a person with NPD, and it was here when my challenge really

started, I had more personal issues to deal with and they were directly linked to my dissertation. My research continued, I had even more to gain now so my focus was much more concentrated yet and at the same time I was facing a lot of emotions that were blocking me from continuing my work with the dissertation, regardless, I did not stop looking for something that could help me during this process, the books and writings of others helped immensely and I have taken much from the teachings of those before me, however, there was a lack of connection between us and fortunately I found an expert in this topic narcissistic personality disorder in Dr. Iñaki Piñuel who specializes in treating victims of NPD. Who else could be better to learn from and understand more about how it affects people, including myself. I took a workshop in Barcelona where I was able to share my ordeal and I also had the opportunity to listen to a lot of people who were facing family, work conflicts etc. with people who manifest the traits of NPD. Many of the people in that workshop (and others who I met during my research) agreed that it was not easy to find a professional who was properly prepared to support them. All these variables were transforming my dissertation from my original plan, it was growing and changing the more I learned about it.

After coming back from the workshop, I now knew that my dissertation topic could be helpful to guide people who are involved with Narcissists, and especially those who are involved with people with narcissistic personality disorder and most likely don't even know it, as well as to prevent them getting involved with people with NPD in the first place. So after some meandering, my objective was finally clear.

During this process, I made a decision which was very difficult. When I realized the traits of NPD in my father, I decided to step back from my nuclear family and other members close to him. I am still

working on how to manage this situation, the hard part is that I cannot say much to them, I tried talking with my mother about it, she got scared and she prefers to avoid the topic, consequently, I cannot talk about this with her. This topic is so complex because the safety of my sisters and my mom is deeply entwined in it. While I was working on my dissertation, I was struggling a lot with panic attacks as I was realizing the hidden threats that my father used to make at us.

I did not want to give up writing about this topic since it is, for me, part of my healing, opening a lot of possibilities for my personality, like focusing my skills, my strengths and my weakness in a more useful way since now I can understand more about myself. As regards my career, I now know the direction that I want to take.

I found a lot of opportunities to further this research, and as a result of following the path that lead me to the next piece of information, I could not hand in my dissertation on time. Of course I regret not being able to meet my deadline, and I am fully aware that it will affect my grade, however, I am in another way glad that despite the delay, I feel that this dissertation is richer for having waited for me to understand the topic more before I decided to finish it. I was supported from my school, my friends and even the Irish government with opportunities to achieve this goal (of graduating) which, for me, is hugely important both personally and career-wise.

I faced a lot of challenges along the way while doing this research, however, I recognise that challenges are opportunities now. I am still in the process of healing myself but the future is certainly brighter now as a result of having a better understanding of what I, and many others around the world are dealing with. What's more, I discovered lot new, interesting topics to research regarding the aftermath I am currently experiencing, such as anxiety disorder, panic attacks, post-traumatic stress disorder and so on,

which open up a wide range of possibilities to continue developing this research (How to face a Narcissistic Personality Disorder during a conflict).

Regarding the research, the challenge was how ADR's in this case Arbitration, approach the cases where one party has NPD. I investigated legal frameworks, finding a lot of variations between states and countries. The limitations started to appear like the Irish Family Law Arbitration which is still in development whilst in England, Canada, U.S.A it is already in effect. Another challenge was to investigate if NPD as a personality disorder is relevant to the legal framework etc.

The research went well, Ireland takes into consideration the cases when dealing with a party with NPD, opening opportunities and making it known that it is important that professionals and people in general, be aware about how serious it could be to be involved with people with NPD, and hopefully prevent getting involved or at least to know how to deal and conduct a relationship with someone with NPD.

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Appendix A: Questionnaire Message

My name is Marcela Fernandez and I am conducting a survey on Narcissistic behavior, Narcissistic Personality Disorder (NPD) and Arbitration assessment for use in disputes with Narcissists as part of the research for my dissertation to obtain a Master's Degree in Dispute Resolution awarded by Independent College Ireland.

I would appreciate it if you could take a few minutes to complete this survey. Participation is completely voluntary, so please don't feel obligated. However, if you agree to completing this survey, know that participation is totally anonymous and completely confidential.

Thank you in advance.

Kind Regards,

Appendix B: Questionnaire Survey

1. Gender

Male

Female

2. What is your age?

18-25

26-35

36-45

46-60

Over 60 years

3. Where are you from?

4. What is your scholar grade?

Bachelor's degree

Postgrade

Master

PhD

Other

5. What is your field of work?

Law

Health

Humanities and Social Sciences

Administration

Arts and communication

Hospitality

Engineering

Education and Social service

Other

6. Do you know what Narcissism is?

Yes

No

7. Do you know what the differences are between Narcissistic behaviors than Narcissistic Personality Disorder?

Yes

No

Unsure

8. Do you know that Narcissistic Personality Disorder it is a mental health condition?

Yes

No

9. Would you know if you were dealing with a Narcissist?

Yes

No

Unsure

10. Would be important for you, to know, how to approach a person with Narcissistic Personality Disorder?

Yes

No

11. Did you know that for a person with Narcissistic Personality Disorder always will look for win-lose, never win-win?

Yes

No

12. Have you been involved in any Alternative of Dispute Resolution?

Yes

No

13. Did you know Arbitration is a legally binding form of Alternative of Dispute Resolution that could be effective in a conflict with a person with a Narcissistic Personality Disorder?

Yes

No

14. Comments