THE POTENTIAL UTILITY OF BODY LANGUAGE

AND PERSONALITY IN MEDIATION

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By

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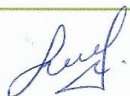eg: *durant_51600001.doc, or durant_51600001_bird_51600002_ james_51600003.doc*

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ABSTRACT

The study of Body Language and Personality Traits has produced tools and skillsets applicable in many disciplines. Although their relationship with Dispute Resolution has been investigated in the past, this research has been focused in Mediation.

It is the purpose of the present work to analyse whether the combination of Body Language and Personality Traits knowledge in the field of Mediation is realistically useful enough to justify fully-fledged research.

This study adopts a mixed methods approach with a comprehensive literature that has been compiled, and research instruments designed such as surveys and interviews with experts of the body focusing on leading mediators to explore different options of dealing with people depending on personalities while practicing the profession.

The results indicate that there is a difference in personalities, their coping styles and movements of the body. Although some relation from personality and body language was found. The usefulness of it in the mediation practice has been questioned. Nonetheless, experts state that the knowledge of it could only come as beneficial, especially when it comes to the reading of the body.

This study recommends that Mediators, especially new ones, should receive training on body language reading. If possible, it is recommended for the practitioners to have supervision and evaluation guides to develop their skills more effectively.

It is also recommended further research to establish an appraisal system in alternative dispute resolution processes.

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INTRODUCTION

It is widely accepted that humans are unique and unrepeatable beings, diversity is a fundamental characteristic of human behaviour: we all behave differently, and reactions can vary under the same circumstances (Allport, 1961). It is also evident, however, that common traits exist between groups and individuals, as we can undeniably recognize clear and specific patterns of behaviour. Both differences and similarities can be observed, and this allows the general behaviour of people to be predictable up to a certain degree. One way to study these patterns is within the framework of personality psychology. In recent decades there has been a growing interest in the study of personalities and their relationship with coping mechanisms, and it has been proposed that personality traits have essential links with specific coping styles (Carver & Connor-Smith, 2010). In some schools of thought they are considered to act together as a regulating or moderating system, especially during an individual's search for solutions to conflict, which is of particular interest to the field of mediation.

The present work aims to expand upon these studies with a novel approach that introduces kinesics—the study and interpretation of body language—into the mix with the intention of investigating its applicability in mediation. Body language has been an integral part of human communication since its very dawn, and the vast amount of information coded in it makes it both an attractive subject of research and a powerful psychological tool with currently untapped potential. With a solid theoretical foundation backing it, the present work proposes that the study of kinesics and the relationship of the patterns that make up body language with an individual's personality and preferred coping styles has great practical potential in the field of mediation.

The justification for this research comes from the utility of providing a an innovative approach and tool for mediators: that of understanding how personality and coping mechanisms manifest through body language, and using that knowledge for the parties' benefit during the different conflict stages.

In order to craft such a tool, the aim of this paper is investigate the relationship between body language and personality traits and assess their applicability in mediation. This is aided by a set of specific objectives:

- Investigate the relationship between body language and personality.

- Analyse whether personality can be determined from reading body language.

- Determine whether body language reading skills and knowledge of the parties' personality is useful to the mediator.

To complete these objectives, the following research questions will be answered:

- What are the typical gestures and behaviours of each of the big five personality traits?

- Can a direct correlation be made between personality and body language expressiveness?

- What useful information can be obtained from reading body language and knowing the parties' personality?

- How can the mediator put this information to use?

The intention in each of the following chapters is to answer these questions. In Chapter 1 a theoretical framework has been compiled to present the reader with the current state of the art and to set a foundation to use going forward. The main concepts explored here are presented in different sections. Section 1.1 reviews the essential aspects of conflict and conflict resolution, the advantages of mediation and the profile and focus of a competent mediator. Section 1.2 reviews personality research and introduces the Big Five model. The importance of personality in mediation through coping mechanisms and conflict management styles is also investigated here. Section 1.3 introduces body language and how different gestures depend on personality. Here the understanding of gestures and behaviour, and the importance of their observance in mediation, is explained. Finally, section 1.4 consists of highlights and conclusions from the literature review and to reiterate the importance of the topic of study for dispute resolution.

In Chapter 2 a hypothesis is presented, and the research methodology followed to test it is described in terms both of level and type of analysis, and the information collection instruments employed.

Chapter 3 presents the data collected, which is then individually analysed in Chapter 4. The results are discussed within the context of the whole work in Chapter 5.

In the final chapter, the conclusions for this thesis are put forward attending to the objectives initially identified, and offering the limitations found and the outlook for future research.

Being this an exploratory work, its scope was limited to the comparative analysis of body language and personality research, and their importance and usefulness in mediation. Circling around this delimitation are topics like introducing Thomas-Kilmann's theory of management styles to the mediation process or determining the relevance of specific kinesics elements through group experiments. However attractive as research topics these might be, diving into them would require more time and observational instruments that those available to the author in the specific circumstances of 2020. Emphasis should be made on the fact that this work is intended to be just the beginning of a long journey researching the joint fields of non-verbal communication and mediation.

1 LITERATURE REVIEW

1.1 Conflict

It was Aristotle who once said that *"man is by nature a social animal; an individual who is unsocial naturally and not accidentally is either beneath our notice or more than human."* (Bellamy, 2019, p. 59). Partly by nature and partly by necessity, human beings have developed sophisticated means to interconnect with each other (Cobley, 2004). This need to live in society has driven the emergence of humankind's rational nature. But the same social environment that allows coexistence gives place to friction and tension between people or groups. The manifestation of disagreement and incompatibility is called conflict. Conflict arises from uncountable causes and is regarded as a fact of life, an inescapable feature of the diversity and uniqueness of individuals. Historically, defining conflict has not been easy, considering that its existence originates from within the framework of the social dynamics where human beings are immersed and have multiple levels of complexity. For Rahim (2011) conflict is an interactive process in which incompatibility or disagreement between social entities, such as individuals, groups, or organizations, is manifested. Antonioni (1998) states that interpersonal conflicts tend to occur when people perceive that others prevent them from achieving their goals. It is fight over disagreement, opposition of ideas, opinions, feelings and wishes (Oxford University Press, 2020).

Being an inevitable element of human interaction, conflict needs to be handled. Not doing so gives place to a dispute, as there is always the potential for conflict, but it takes something more to create the spark that brings about a dispute, is not having different goals and interests, but the pursue of them until they clash (Priscoli , 2003, p. 19). Mather & Yngvesson (1981) defined disputes as when conflict is asserted publicly, and submitted to a third party. Disputes are beyond precise definition because, ultimately, they are defined by the disputants and their various approaches and beliefs. Additionally, it never stays static because the path toward goals moves the same dispute through a procedure of change (Galanter, 1983). As the role of the third party is progressively expressed, the rephrasing will probably get increasingly meaningful and move in the meaning of the dispute (Mather & Yngvesson, 1981). According to Malamed

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(2016) the attitudes affect the responses, as behaviours can trigger either positive or negative results, making it a challenge to satisfy someone's needs when there's lack of flexibility; so it is vital for the third party to recognize them and figure out how to leverage this insight towards the most productive outcomes.

The inescapable reality of conflict as an inherent element of social coexistence creates the necessity to identify mechanisms available to resolve disputes.

1.1.1 Alternative Dispute Resolution (ADR)

The analysis of the dynamics of social relationships in which people interact helps to understand possible forms of conflict resolution. There is the direct form, which can be peaceful or through violence, and the indirect form, which results from the intervention of a third party in the facilitation of an agreement or by his/her decision. In primitive times the means of resolution to which the parties naturally resorted was translated into self-protection or self-defence. But this has been prohibited since the Roman laws, and today it is only allowed in exceptional and duly justified situations (Stanimir, 1996).

Once self-protection has been overcome, and by the necessity to solve conflicts and maintain peace in society, systems arise to seek to arrange claims of interest, guaranteeing social harmony through attribution or distribution of these interests. One of these systems are nation-states, which establish institutions intended to implement justice assuming a jurisdictional function, exercised exclusively by independent courts and predetermined by law. Although, the courts are today the primary way of resolving legal conflicts between citizens, there is no doubt that the legal system, based on norms that regulate the conduct or behaviour of people and at the same time indicate the sanctions if they are infringed, is not sufficient to respond to countless conflicts (Deffains, et al., 2017). People, even when they privilege the legal path, look for more accessible, quicker, and friendlier alternatives. Long before the advent of the nation state, societies in Africa, Asia, and the Far East were already practicing non-litigious means of dispute resolution, as these societies relied on building their long-term relationships.

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In the present-day for example, in the customary law regime of Ghana, there is a still a recognition of a chief or some respected elder of the community as the person to whom the parties will refer their disagreement as part of their non-litigious dispute resolution system (Fiadjoe, 2004). In the western civilization other mechanisms to resolve disputes out of court began as a vigorous movement in the 1970s in the United States, with the Pound Conference on the Causes of Popular Dissatisfaction with the Administration of Justice (Leathes & Masucci, 2014; Wallace, 2006). It currently has ramifications throughout the world, and Ireland is no stranger to this reality. A friendly, transparent, fast, effective, legal arrangement is better than a controversial and aggressive court order, executed to the displeasure of the parties in conflict, within a confusing and tedious apparatus.

Referring to how frustrating it is to maintain and end a judicial process until sentencing, Voltaire said: *"I was never ruined but twice: once when I lost a lawsuit, and once when I won one."* Cited in (McNeil , 2017).

Therefore, as alternatives to the traditional legal system, forms of conflict resolution arise, which have the same effects as a judicial sentence and to which man can freely access by virtue of the principle of his autonomy of will. These forms are called Alternative Dispute Resolution (ADR). Being so a variety of techniques for resolving disputes outside court. ADR constitutes a broad range of approaches. It can include those processes that involve third parties, such as the State or even private facilitators, or more innovative approaches which are designed and managed privately by the parties involved. (Hann, et al., 2016).

Commonly, authors include in this category mechanisms such as negotiation, mediation, conciliation, and arbitration, considered the primary extrajudicial means. These alternative forms may be regulated by law.

Each of these alternatives have their own system of dealing with disputes (Fiadjoe, 2004; Sgubini, et al., 2004):

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- Negotiation involves communication between at least two individuals for the purpose of a commonly pleasant agreement. The control over this procedure is taken by the disputants or their agents.

- Mediation is a non-binding process where an unbiased outsider, called the mediator, facilitate, controls, sets, and enforces the ground rules for the mediation process, while the decision-making and the substantive outcome remains in the disputants.

- Arbitration is similar to litigation; however, it is known as being faster, cheaper, confidential and more flexible. Arbitration is a process in which a neutral third party, or an odd-numbered panel of neutral parties, delivers a decision based on the merits of the case, and the gatherings maintain some control over the design of the arbitration process.

- Conciliation is another dispute resolution process that involves building a positive relationship between the parties in dispute. Like mediation, the conciliator is an impartial person that assists the parties by driving their negotiations and directing them towards a satisfactory agreement. However, in this case the conciliator plays a relatively direct role in the actual resolution of a dispute and even advises the parties on certain solutions by making proposals for settlement (Sgubini, et al., 2004).

There is no doubt that conflict resolution, through alternative processes, has become an acceptable and inevitable part of society in the 21st century. Today, ADR processes are being applied worldwide to the universality of situations governed so far by litigation or, in extreme cases, by wars between nations becoming so popular that now are commonly used from business controversies to labour management disputes. For instance, in the commercial arena, contractors often include an ADR clause on the choice of dispute resolution forum in their initial agreement as litigation can be a stressful task; cost can be quite expensive, long, and with a public display of differences, leading to animosity between litigants. In

contrast, ADR processes tend to be faster, less expensive, less time consuming, and more conclusive than litigation (Fiadjoe, 2004)**.**

Current interest in ADR is spurred, in part, by the potential to facilitate early dispute resolution. A fast settlement can be advantageous both financially and emotionally for the disputant. It can also mean that a meaningful relationship can be repaired and maintained, rather than ultimately broken by the trauma of litigation. It is indeed a significant fact that today ADR methods have achieved broad acceptance. Only in the year 2004 more than 60,000 cases had been processed by the American Arbitration Association, equivalent to one-quarter of the cases handled each year in their Federal Courts. (Fiadjoe, 2004, p. 6). After that, 95 percent of the law schools in United States as well as schools of business, planning, and public policy started offering some alternative dispute resolution courses as part of their curricula (Singer, 2018, p. 9). In fact, the courts have recognized the value of the ADR; In France, Australia, and the U.K., mediation or conciliation are mandatory before a hearing in labour law courts (Deffains, et al., 2017). ADR is, therefore, more than a new trend. It represents a paradigm shift in the way disputants think about the resolution of their conflict, based on an understanding of their interests (Fiadjoe, 2004)..

1.1.2 Mediation

When talking about practicing Mediation itself, according to Professor Alan Kirtley (2017), people should be left to deal for a bit with their situation, empathizing with them and letting them vent a little about the situation, but then pushing them to move on as mediation is really about focusing on the future. Mediation facilitates the realization of the interests, needs and goals that individuals and groups or organizations may have in a comfortable and convenient way.

In ancient China, Mediation was considered as *"the desired way to resolve disputes"* (Lee, 2019)**.** In fact, among the Chinese and Orientals in general, for whom the sense of honour is the highest value of the individual, it is still considered highly offensive to go to the judicial system without first trying a

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direct settlement, being this an example that could be followed in the rest of the world. As said before, Mediation is a process in which a neutral and independent mediator helps two or more disputing parties to resolve the dispute collaboratively and by consensus. It commonly begins when the disputing parties alone cannot initiate productive talks or have started discussions and have reached a standstill (The Mediators' Institute of Ireland, 2014).

The mediator will then fulfil a role of facilitator of communication between the parties in conflict; their participation is not that of a judge, but of a man or woman of goodwill who leads the parties to reconcile their interests and reduce the level of intensity of their positions, through their mutual co-operation in the Mediation process, so if the agreement is reached, all the parties will have ended up winning (ibid.).

Mediators are generally individuals or groups that are independent from the parties in dispute. They also usually do not have predetermined, biased, or fixed opinions on how a dispute should be resolved. Instead, they view the issues, needs, interests, problems, and relationships of all parties objectively and impartially (ibid.).

Specifically, Mediation and mediators help disputed parties to open or improve communications between them; establish or build more respectful and productive working relationships; understand and consider each other's needs, interests and concerns; propose and implement more effective negotiation or problem-solving procedures; and recognize or build mutually acceptable agreements (Moore, 2014, p. 106).

It could be said that it is a win-win strategy since it reaches a consensual solution, which, as far as it is possible, satisfies both of their interests. Hoping that the original resentment diminishes or disappears because, in this case, it is not necessary to comply with *what the judge decided* but with what the parties themselves decided. And since the parties are the builders of the solution to the problem with the help of the mediator, once the agreement is reached, they will sign only if they see that this is fair and equitable for their interests, departing from their antagonistic positions. (ibid).

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Because of its essential characteristics, Mediation is hoped to be soon the main ideal alternative, without a judge that punishes or frees but rather that with the will of the parties, a solution is sought by a neutral third party, whose only desire is to help amend the problem. The time wasted is reduced, and the solution comes at no high cost, becoming an ideal way to solve conflicts, based on solidarity, consensus, and active tolerance (ibid, p. 32).

Lord Woolf de Barnes, former Lord Chief Justice of England and Wales assures that: *"Mediation has come a long way, but it still has much more to go. The field now needs to evolve into a true profession rapidly. Individual mediators must provide more and better information about their skills, abilities, and personalities. The quality and transparency will allow Mediation to grow."* Cited in (Leathes, 2010)**.**

1.1.3 The mediator

The mediator constitutes the fundamental axis of mediation and the differential factor of this procedure. To determine the essential aspects of a mediator, four necessary attributes or qualities of being a mediator are listed: 1. Theoretical understanding that covers knowledge related to Mediation models, the role of the mediator and its function, and to the basic elements of the conflict and the principles of Mediation; 2. Practical Mediation skills with the mastery of the techniques necessary to manage the Mediation method; 3. Ethical awareness, as the mediator must possess marked ethical principles, and; 4. Emotional sensitivity to understand and interpret the feelings of the parties (Behrens, 2003, p. 273)**.**

As a complement to these characteristics, there should be special attention to the variety of the types of interactions, focusing not only on words but also in the physical aspects of how the body communicates and expresses intention and on the different gestures that can impact on sentiments as well, being useful in Mediation by helping to understand the parties and therefore improve the techniques of the mediator. This can also improve the communication between the people involved in the process, as ideally the behaviour of the mediator will become a model for how parties and others communicate and treat each other during the Mediation (Macmillan, n.d.)**.**

In addition to facilitate the reading of all the aspects above, preparation is vital to the mediator to guarantee that there is an adequate level of familiarity with the subject of Mediation and with a decent sense of the parties' personalities and viewpoints to serve them conveniently, allowing the mediator to identify the relationships between the parties in order to recognize who carried the most weight, the difference of the value that they give to elements, and their way of working with each other, This will help with the challenge of resisting any agreement, the stress of the ongoing dispute, detecting the person's needs, and any other information that could be useful for the mediator at the time of the interventions (ibid.). Since it is the suggestion of the present work that identifying the personality of the parties can be useful to the mediator as well, the concept of personality will be explored in the following section.

1.2 Personality

The study of human individuality is one of the fascinating fields of psychology, and according to the model of study of personality that is adopted, the perception of the human being varies.

An individual's personality is assessed by observing his usual ways of adapting to life's situations. The word personality comes from the Latin word *persona*. In the ancient world, an actor who wore a mask in the theatre was called persona. A mask was not worn to hide someone's identity, but to present a particular personality trait that would like to be related to that character. (Lumen Learning, 2017).

Personality is what makes a person unique. Each one has a distinctive pattern of long-term, lasting characteristics and a way of interacting with others and their general surroundings. Personalities are believed to be long-term, stable, and not easily changed (Spielman , et al., 2017).

The American psychologist Gordon Allport (1961, p. 28) being one of the pioneers of the investigation of personality defines it as *"the dynamic organization within the individual of those psychophysical systems that determine his characteristic behaviour and thought."* Another definition widely cited comes from Funder (2016, p. 5): *"Personality refers to an individual's characteristic pattern of thought, emotion, and behaviour, together with psychological mechanisms—hidden or not—behind those patterns."*

Similarly, Shoda & Mischel, (1995) explain that personality refers to stable cognitive, emotional, motivational, and behavioural patterns that are activated in certain situations. The authors emphasize two significant aspects of personality: First, that personality is dynamic and is characterized by an interaction between mental, behavioural, and environmental factors. Second, that variability and flexibility of response are characteristics of personality.

One way to understand personality is through the lance of traits theory. The role of trait theories is to impose some order on the enormous number of characteristics that determine personality. Moreover, the proposal is that personality leads to the behaviours being observed in connection with each other, and

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not to take them one by one as if they were elements of a list. By creating a general classification or taxonomy of stable and observable behaviour patterns, one can examine to what extent individuals differ in these variables or traits. The traits, researches claim, represent implicit associations between observable behaviours and internal dispositions or preferences to act (Chamorro-Premuzic, 2015, pp. 27-28).

To bring some order to the field, several researchers have proposed trait systems, sometimes based on elaborate theories, sometimes simply reflecting a judicious choice of traits. Most have attempted to isolate these dimensions using statistical methods to identify structures of behavioural organization and, therefore, to provide a more accurate personality profile than any individual scale. The interest in grouping people by traits began in the time of Hippocrates. It continued with Sheldon, who also offers a typology of the Personality based on the structure of the body (Schultz & Schultz, 2017, p. 191). However, it was Carl Jung's introversion and extroversion types of personality theory and psychological reactions that became popular pretty quickly and psychologists' researches started using for their own studies that have helped developing what personality psychology is nowadays (McCrae & Costa, Jr, 2003, p. 4).

One of the main models that have contributed to personality theories is *Eysenck's model* of psychoticism, extroversion, and neuroticism. Determining the biological bases of these three dimensions to the inherited psychological tendencies and considering that environmental influences had a secondary role (Eysenck, 1992; Schultz & Schultz, 2017, p. 227).

Another widely used model for profiling personality is the *Myers-Briggs* Type Indicator, also known as MBTI, which underlies preference in four dimensions giving 16 possible combinations, which guide the use of perception and judgment. The dimensions measured by the MBTI inventory are Extroversion-Introversion, Detection-Intuition, Thought-Feeling, Judgment-Perception (Enderson, 2020). However,

there has been some researchers like Gardner & Martinkos, (1996) that have questioned this method of measurement doubting its psychometric properties and foundation.

There is also the Raymond B. Cattell's Analytical-Factorial Traits Theory, where his actual goal was to anticipate how people would behave in response to specific situations focusing on discovering as many personality traits as possible, managing to identify 16 basic personality characteristics and establishing a classification of traits. The established theory is condensed in the famous 16PF multifactorial test, which is based on 16 major source traits with scales prepared to measure specific aspects of personality (Schultz & Schultz, 2017, p. 225) from where the development of the Big Five Theory was based, theory that will be the focus of this dissertation.

The Five-Factor Model (FFM) called "The Big Five", whose maximum defenders, considered leaders, are Robert McCrae & Paul Costa Jr., (1992). The primary objective of this model is to describe personality and not its causes. It consists of Broad Personality Traits and these are: Extroversion, Neuroticism, Agreeableness, Openness to Experience and Consciousness which are considered central to the description of personality.

NEO-PI then was developed by Costa and McCrae to measure the position of the individuals in each factor, this consists on a self-report questionnaire which has been widely accepted (Schultz & Schultz, 2017, p. 231; McCrae & Costa Jr., 1992); in fact Ozer & Reise, (1994) in an Annual Review article stressed that *"Just as latitude and longitude permit the precise description of any location on earth, the five-factor model promises the hope of similarly locating personality dispositions."*

1.2.1 Importance of personality in conflict resolution

Understanding the multiple roles of personality in ADR is no small challenge to the average ADR professional, or even to professionals who have had some exposure to the art and science of human psychology. A mediator should acknowledge the varied personalities that could encounter within the parties. Empathize and adapt as questioning and focus techniques can seamlessly change according to

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the party's operating environment and personality (Imperati, n.d.). By being perceptive the people involved in a Mediation may prefer for an ongoing research, gathering as much information as possible to generate as many options as possible (Alarcon, 2020).

In fact, theories have come up, where these characteristics, which are considered relatively stable in the person, can determine if whether the person might be able to handle huge amount of stress or collapse (Dumitru & Cozman, 2012). Personality and the styles of coping with conflict complement each other; the former represents a stable way of coping with stress, while the latter are defined by specific actions and behaviours in the situation. Research suggests that the utilization of a proper strategy for dispute resolutions on a particular clash scene is one of the fundamental elements that determines the nature of the results (Deutsch, 1994).

Cox, T., (1987), shares the idea of assuming coping as a process and as a form of problem-solving behaviour, identifying a series of cognitions and behaviours that the person adopts when they are in a problematic position. If this is true, Wood & Bell, (2008, p. 130) say that, for Mediation and professional negotiations, information about clients' conflict resolution styles can be precious and time-saving. Information such as given by the Thomas-Kilmann model or the Rahim and Bonoma model, which are the most preferred for conflict management styles (Thomas & Kilmann, 2010; Rahim & Bonoma, 1979). This information could allow the sessions to adapt to the styles of the parties involved in the conflict. It would also alert mediators and negotiators to possible obstacles that may arise in the session depending on the styles of conflict resolution of clients.

The latest research analysing the connection between personality traits and the indicators of choosing styles for management of conflict has moved with the field of personality into the domain of the McCrae & Costa, Jr's Five-Factor Theory. (Congard, et al., 2012; Carver & Connor-Smith, 2010).

1.2.2 The Big Five and dealing with conflict

Several studies have been developed in relations to conflict management styles and the Big Five personality types, giving an idea of how personality would cope with stressful situations (Reich, et al., 2007; Wood & Bell, 2008; Antonioni , 1998; Whitworth, 2008; Ahmed, et al., 2010; Barry & Friedman, 2006; Moberg, 2001; Goldberg, 1990). A few of them have conducted empirical studies using the already mentioned Thomas-Kilmann model, which is based on two measurements: the first one being assertiveness, referring as the concern for own personal outcomes, and cooperativeness, as the concern for other´s outcomes. From these, five conflict styles are arrayed: 1: Avoidance (low on both assertiveness and cooperativeness); 2: accommodating (high on cooperativeness and low on assertiveness); 3: competing (low cooperativeness and high assertiveness); 4: collaborating (high on both cooperativeness and assertiveness), and 5: compromising (midpoint of the two-dimensional space in the theoretical model.) From the several researches mentioned before; Wood & Bell do a relation between this model and the extraversion and Agreeableness personality traits; Reich, et al., (2007) focus on spinning the relation of how each low and high ratings in the Thomas-Kilmann model react to feelings of job distress; Antonioni (1998) does an analysis of the Big Five personalities and the low and high ratings on conflict handling styles adding as variables sex and age; Ahmed, et al., (2010)focus on the research of the relation between extroversion and openness to experience with avoiding and competing; The authors Barry & Friedman (2006) used bargaining simulations to examine the roles of personality and cognitive ability in distributive and integrative negotiation; Moberg (2001) observed relations between broad Five Factor Model (FFM) of personality dimensions and conflict strategies; Goldberg (1990) makes a relation between each personality trait and their descriptive adjectives by Normans Taxonomy list.

Each factor of the Big Five has been studied and analysed extensively and correlates with many behaviours. That is why, although a perfect prediction of each person's behaviour in different situations is not always achieved, a clear idea of what their personality is like could be made from observation. The

robustness of this model allows a detailed description of each personality dimension, as well as a general acceptance of the model, especially for the study of conflict.

Agreeableness

Agreeableness is the most interpersonal trait seen when conflicts arise. An individual scoring more than three-quarters of the normative Agreeableness sample tends to be tolerant, trustworthy, acceptable, and eager to cooperate (Wood & Bell, 2008). These qualities of Agreeableness make it difficult for people to defend their interests in conflict situations. These individuals, rather than fight, are tame and smooth. They tend to establish emotional ties with most people instead of establishing formal ties.

It is said that by the characteristics of Agreeableness it would be lead to think that the differences with other personalities could actually provoke anger and frustration in many people, leading to believe it could be pretty conspicuous in conflict situations (Graziano, et al., 1996).

Conscientiousness

Conscientiousness is a dimension of personality that describes someone responsible, trustworthy, persistent, and organized; the inhibitory side is seen in moral scruple and caution. Conflict between people of low with people of high conscientiousness is not surprising, as people with high conscientiousness would do anything possible to win in a conflict (Bono, et al., 2002). This trait is also known as "The will to achieve," and the effort of achievement is one of the facets of this trait, aiming always for excellence. Conscientiousness, with its seriousness and impulse control, predicts less stress exposure, more significant problem solving, and cognitive restructuring, although this does not mean that it has a good relationship with the use of social support or acceptance (Carver & Connor-Smith, 2010).

Extroversion

This dimension has predictive capacity for a wide range of behaviours. Extroversion refers to individuals who are gregarious, assertive, and sociable. Extroverted people are active, positive, and enthusiastic. From an interpersonal perspective, extroversion is seen as a mixture of caring and dominance. Many

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have a propensity to use a dominant style in most situations, and therefore do not have the flexibility to accommodate others when appropriate to do so and they have the potential to be aggressive. That is, they can defend their needs without respecting the needs of others, forcing, or influencing them to resolve a conflict on their behalf. Nevertheless, their social skill and desire to work with others, can be useful for conflict resolution (Antonioni , 1998).

Neuroticism

This dimension describes the people who are usually tormented by negative emotions and cognitions such as worry or insecurity. They are vulnerable and unstable individuals, with sensitivity to threat and with less skills to control impulses or to cope effectively with stress, decreasing the ability of clear thinking (Schultz & Schultz, 2017; McCrae & Costa, Jr, 2003). As this dimension is linked to poor psychological well-being, impervious decisions are made. There is less agreement, and their impulse control tends to choose highly threatening and confrontational coping strategies when they experience conflict, which could only explain why neuroticism predicts reactivity on issues and more exposure to interpersonal stress and conflict, as well as less problem solving, cognitive restructuring, and acceptance, but with more seeking for emotional support and distraction (Carver & Connor-Smith, 2010; Dwan & Ownsworth, 2017).

Openness to experience

Openness leads to personal growth, and, in addition, people who are creative, curious, and open to experience have greater probabilities of finding intelligent solutions to the problems presented to them in the daily life, preferring adaptable and flexible approaches. However, change does not always mean growth. The fact that someone has high scores in this trait does not guarantee that the new opinions and attitudes of that person are always better, wiser, more differentiated, or more in line with contemporary reality. Some open-minded people are simply flying and moving from one world view then onto the next one with surprising regularity. However, when they combine Openness and critical ability, these

individuals seem to be by all accounts in a superior situation to adjust to an evolving world (McCrae & Costa, Jr, 2003, p. 210). Studies suggest that open individuals do not run away from conflict, and that it is expected from open individuals to experience conflict more often.

Table 1.1 shows a summary of the Big Five Factors and their main respective facets.

The Five Factor Model	
Extraversion vs. Introversion:	Gregariousness (sociable)
	Assertiveness (forceful)
	Activity (energetic)
	Excitement-Seeking (adventurous)
	Positive Emotions (enthusiastic)
	Warmth (outgoing)
Agreeableness vs. Antagonism:	Trust (forgiving)
	Straightforwardness (not demanding)
	Altruism (warm)
	Compliance (not stubborn)
	Modesty (not show-off)
	Tender-Mindedness (sympathetic)
Conscientiousness vs. Antagonism:	Competence (efficient)
	Order (organized)
	Dutifulness (not careless)
	Achievement Striving (thorough)
	Self-Discipline (not lazy)
	Deliberation (not impulsive)

Neuroticism vs. Emotional Stability:	Anxiety (tense)
	Angry Hostily (irritable)
	Depression (not contended)
	Self-Conscious (shy)
	Impulsiveness (moody)
	Vulnerability (not self-confident)
Openness vs. Closedness to Experience:	Ideas (curious)
	Fantasy (imaginative)
	Aesthetics (artistic)
	Actions (wide interests)
	Feelings (excitable)
	Values (unconventional)

Table 1.1 The Five Factors (McCrae & Costa Jr., 1992)

1.2.3 Identifying the Big Five traits

The interactional model combines aspects of traits and situational approaches. Although, differences in position on the five factors may not guarantee that people will act according to their traits in each situation. McCrae and Costa Jr. (2003, p. 27)were positive that the Big Five can be used as an advantage of predictive power, using the sum of all the notorious traits in their reaction and relationship with others. If we assume that the personality structure is universal, we should be able to extract the same underlying factors from the analysis of any natural language.

For Martowska, (2014) the predictive value we assign to people is set from a framework obtained by observing the person's Formal Characteristics of Behaviour-Temperament. Meaning that investigations regarding personality traits in relation with conflict management normally involve the prediction of

behaviour patterns for the actual conflict resolution process, enriching the understanding of the association of the behaviour itself and its manifestation through non-verbal language for a better interpretation, assuring social achievement (Ambady, 2010).

However, it is possible to determine the type of personality not only from observation. Plenty of assessments in some way related with personality theory can be found as questionnaires with scales for measurement. Today the model of the Big Five Factors of personality is the predominant one and there is a significant number of instruments designed for it, being NEO-PI-R the most representative, in which McCrae & Costa, Jr, (2003, pp. 45-52) inserted phrases instead of adjectives in long-form questionnaires consisting of 240 items with 48 items in each of the scales, as well as a very useful reduced version employed in research. Nevertheless, having the skill of observation does not hurt, especially in the field of Mediation.

1.3 Non-verbal language

"We do not have bodies; we are bodies." (Snowber, 2012).

Neulip (2018, p. 426) stated: *"Verbal communication represents the literal content of a message, whereas the nonverbal component communicates the style or how the message is to be interpreted. Hence, the nonverbal code often complements, accents, substitutes, repeats, or even contradicts the verbal message."*

American researcher Mehrabian (2009) studied the percentage of the meaning that was obtained from verbal and nonverbal behaviour once interpersonal communication is established, revealing that 93% of this interpersonal communication is non-verbal, which means that only the remaining 7% involves words. Non-verbal communication is further divided as 55% visual, coming from the speaker's body language, and 38% just from vocal intonation. Anthropologist Birdwhistell, (1970, p. 157) once said: *"Man is a multisensorial being; occasionally, he verbalizes."* From his estimation, 60 to 65 percent of the social meaning of a conversation or an interaction is carried non-verbally and only 30 to 35 percent by spoken words. Differences in estimation apart, scientists agree that a large percentage of communication is, in fact, non-verbal.

When studying body language, we can focus mainly on three components: movements, body gestures and facial expressions (Study-Body-Language, 2016).

Neuliep, (2018, p. 430) indicates that the non-verbal communication systems are used to learn how to communicate with the bodies (kinesics), with the eyes (oculesics), through the use of space (proxemics), by touching others (haptics), with our voice (paralanguage), with smell (olfactics), and through the way we dress and present ourselves. In a more general way, *"nonverbal behaviour includes all communicative acts except speech. [...] We use body language without being aware of it, perceiving and interpreting other people's body language."* (Mandal, 2014). The position on body language adopted by the present

work is based on the kinesics system, which should be noted that is essential for proper social development.

1.3.1 Kinesics

Birdwhistell is considered the father of kinesics. His research spoke of the concept of kinesis and defined the kineme as the basic unit of non-verbal communication, comparable to the phoneme of the linguistic system (Argyle, 2017, pp. 93-97). Following his steps, Poyatos (2002, p. 185) argued that the observation of all gestures is a fundamental axis to understand the dynamic inherent in any communication process and that kinesics activity can be perceived visually, audibly, tactually and kinaesthetically over time.

Alfred Hayes' words, cited by Birdwhistell (1970)—*"Like other aspects of human behaviour, body posture, movement, and facial expression are patterned and, thus, subject to systematic analysis."*— inspired Steinberg & Sciarini (2006) to determine gestures, movements, body postures, and facial expressions as the main important factors within communication.

Gestures

A gesture is a specific bodily movement that reinforces a verbal message or conveys a particular thought or emotion. Within the gestures may be included head, shoulders, or even the legs and feet, but most are made with the hands and arms (Toastmasters International, 2011, p. 8)**.** Some are intended to communicate explicit messages; others are involuntary social cues that may or may not be correctly interpreted by others.

Gestures allow to clarify and support words; dramatize ideas; lend emphasis and vitality to the spoken word; help dissipates nervous tension, function as visual aids; stimulate audience participation, and are highly visible (ibid).

The various gestures have been broken down by Ekman (2004) into five categories: 1) Emblem: gestures capable of replacing a complete word or phrase. 2) Illustrators: movements of arms and hands related to speech. 3) Regulators: they establish the conversational rhythms and the change of turn. 4) Affected

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displays: facial or body configurations that serve to express emotional states. 5) Adapters: gestures learned from childhood.

Argyle, (2017) proposed that gestures serve to illustrate verbal language, to express emotions, to show the personality of those who use them, and to celebrate various religious acts and rituals in different cultures. Based on this, investigations have defined gesture as that movement that takes on meaning within a cultural context and which, moreover, can be communicable. People worldwide use body language to convey an unspoken message, but cultures develop specific rules about non-verbal etiquette. This is why when misinterpreted even the most innocuous gestures can damage deals and relations (Goman, 2008, p. 152)**.**

Movements and Posture.

The movement of our body itself, the change of a posture, or its location throughout a speech is the most usual and evident form of physical action that, as a communicator, can be carried out. *"When I find a movement for a character, it affects my voice, my emotional connection, my speech patterns...it basically affects everything."* (Mizenko, 2005).

In (1964), Scheflen, being the follower of Birdwhistell, observed that two or more interacting people can adopt "congruent" positions, that is, identical or inverted to the mode of an object and its image in the mirror. Meaning that, if one of the participants changes position, the other members establish consistency, largely involuntarily, during communication processes. Mehrabian (2009, p. 25) points out that it varies with the emotional state. A posture only superficially expresses an emotion; through it, one can know attitudes, behaviours, social position and show friendship or hostility. A person can reveal, through his posture, the self-image or level of confidence that could be hidden by the face.

Facial expressions

Facial expressions and gaze are a fundamental part of kinesics, and one must know how to handle them as certain inappropriate movements, if performed inconsistently, can contradict, and distort the message.

Owen Hargie (2011, p. 67) highlights three key parts of the face in communication: the brows and forehead, the eyes and bridge of the nose, and the cheeks and mouth.

Ekman (2003, p. 103) discovered the existence of universal emotions associated to concrete facial expressions such as happiness, sadness, anger, disgust, surprise, fear, contempt. Forty-three tuned muscles are the ones Paul Ekman and his colleagues verified in the human face that can be combined and reorganized into 10 000 possible combinations. They achieved this through accurate and objective, but at the same time intrusive, muscle tone measurement techniques, applying series of electrodes on the face to detect the different facial movements that occur, linking 3 000 of these expressions to feelings.

These physical aspects occur spontaneously when the human need to communicate appears. Ex-FBI agent Joe Navarro said that, unfortunately, *"when it comes to honesty, truthfulness decreases as we move from the feet to the head... When reading body language, most individuals start their observation at the top of a person (the face) and work their way down, even though the face is the one part of the body that most often is used to bluff and conceal true sentiments"* (Navarro & Karlins, 2008, p. 56). Although this might be true, Tolentino (2011) affirms that all these functions of kinesics help the mediator to be alert as it is a powerful tool which with the right understanding and use of this nonverbal communication, may allow to connect with others easily or provide red flags and navigate challenging situations to be truly effective as a mediator.

1.3.2 Body language as a function of personality

So, why is the non-verbal communication so important? Postural and gestural styles are linked to personality, attitude, and status in relationships. Person perception is the study of how one person assesses the personality of another. When people meet, they categorize each other, select the appropriate behaviour from their repertories, and try to accommodate to one another (Argyle, 2017).

Body language tells what our identity is, how we feel, or what our preferences are (Sullivan, 2017). Deductions about personality and different qualities are significant on the grounds that individuals need to reduce uncertainty about others with whom they interact.

Reiman, (2007, pp. 9-10) in her book The Power of Body Language, mentions a Princeton University's research about first impressions in which it was shown that the initial judgments made by people around the world are about someone's attractiveness, sympathy, reliability, competence, and aggressiveness, but the impressive thing is that it happens within 100 milliseconds or a tenth of a second as soon as they meet someone. All these initial judgments are based on signals of non-verbal communication.

Looking at other clues about the person and their qualities, personality is the best way to form a hypothesis based on reason and not assumptions, allowing the learning about the person and his/her trends. And, although they might sometimes be incorrect, there is the belief that the style of expression is the signature of personality, being always consistent with itself, and very prevalent (Chapman, et al., 2007; Riggio, et al., 1990)

Neff, et al**.,** (2010) believed spatial nonverbal attributes such as body attitude, gesture amplitude or expansiveness, motion direction, motion smoothness, and fluency to be key indicators of personality, as well as temporal attributes like gesture speed and response latency.

Several studies have examined the temporal properties of gestures, associating each of them with the adjectives of characteristic of the personality traits, providing an intuitive, meaningful definition of the linguistic style. It is said that for this to happen, a proper 'reading' is needed, which means that there should be an ability to observe nonverbal signals and compare them to the verbal message being delivered in the right context. For example, some of the studies have shown that extravertive personality trait has a positive correlation with dynamic, surgent and impulsive aspects of behaviour that seem to correlate most strongly with mental speed (SoCan & Bucik, 1998). People with this trait would present broad

gestures, chest forward, elbows and hands away from body, very expressive with hands, legs apart while standing, legs leaning or shaking (Neff, et al., 2010)**.**

There are perceptive and intuitive people, but the brain can be trained as well to become sensitive and aware of the signs until the reading becomes natural and flowing.

1.3.3 Body language reading

A lot of work has been done when it comes to capturing, parsing, and encoding gestures for a better understanding of them. Each behaviour is communicated in a different way with different movements of the body gesture, which can be easily missed if the researcher is not focus, as it has the potential to affect the thinking and learning in the people who produce it, as well as in the people who observe it, and it can alter the communicative context of an experiment or social interaction (Congdon, et al., 2018).

It is not true that body language always tells more than words about someone's internal state or personality. It is easy to get caught up in the trap that someone's body is always telling the truth and their words are not. The progression of behaviours and adequate training can achieve more self-confidence in situations for which one has been trained, and even generate mechanisms of a non-verbal nature at unforeseen moments that communicate to the interlocutors what they want to transmit. Like Ailes & Kraushar (1995, p. 251) said: *"You are the message."*

In Table 1.2 some of the non-verbal behaviours are listed with their interpretation. From these interpretations, the mediator can modulate his body language to do a better response and interaction on all parties for a good resolution of the conflict. *"Experts no longer count on "ums" and "ahs" to indicate uncertainty or deceit; now, they look for the filler sounds in combination with facial gesture, posture, and other tells"* (Tolentino, 2011). For this reason, Table 1.3 lists desirable and undesirable nonverbal mediator behaviour.

NON-VERBAL BEHAVIOUR	INTERPRETATION
Crossed fingers	Expectancy
Rubbing hands	Anticipation, excitement
Tapping or drumming fingers	Impatience, nervous
Twisting Hair	nervous, uncomfortable, flirtatious
Biting nails	Insecurity, nervousness
Clearing throat	Nervousness
"Whew" sound	Nervousness
Whistling	Nervousness
Fidget in chair	Nervousness
Hands over mouth while speaking	Nervousness
Tugging at pants while sitting	Nervousness
Jingling money in pocket	Nervousness
Pulling or tugging at ear	Nervousness, indecision, noncommittal
Rubbing the eye	Doubt, disbelief
Touching, slightly rubbing nose	Rejection, doubt, lying
Patting/fondling hair	Lack of self-confidence; insecurity
Slumped posture	low spirits
Walking with hands in pockets, shoulders hunched	Dejection
Looking down, face turned away	Disbelief, weak, unconfident
Hand to cheek	Evaluation, thinking
Stroking chin	Trying to make a decision
Tilted head	Interest, evaluation, concentrated, cooperation
Gestures with glasses	Evaluation
Pacing	Evaluation
Pinching bridge of nose, eyes closed	Negative evaluation, suspicion, secretiveness
Feet or body pointing towards the door	Suspicion, secretiveness
Sideways glance	Suspicion, secretiveness
Rubbing the eye	Suspicion, secretiveness
Chair back as a shield	Defensiveness
Lean away	defensive or disinterested
Crossed arms	Defensiveness
Arms crossed across the chest	Defensiveness, closed off, disengaged
Crossing legs	Defensiveness
Crossing legs from ankles	Apprehension, hiding something
Crossing legs from knee & pointing away	Discomfort
Locked ankles & clenched fists	Defensiveness
Sitting with legs crossed, foot kicking slightly	Boredom
Drumming on table	Boredom
Blank stare	Boredom
Head in hand	Boredom, upset, ashamed
Sitting on edge of chair	Aggressiveness
Moving in closer	Aggressiveness
Standing with hands on hips	Readiness, aggressiveness
Hands clasped behind back	Aggressiveness, frustration, apprehension
Palm to back of neck	Frustration
Short breaths	Frustration
"Tsk!"	Frustration
Tightly clenched hands	Frustration
Wringing hands	Frustration
Fist like gestures	Frustration
Pointing index finger	Frustration
Kicking at ground or an imaginary object	Frustration
Steepling fingers	Authoritative, control, confidence
Sitting with hands clasped behind head, legs crossed	Confidence, superiority
Hands joined at back	Confidence
Feet on desk	Confidence
Elevating oneself	Confidence
"Cluck" sound	Confidence

Arms crossed across the chest	Defensiveness, closed off, disengaged
Crossing legs	Defensiveness
Crossing legs from ankles	Apprehension, hiding something
Crossing legs from knee & pointing away	Discomfort
Locked ankles & clenched fists	Defensiveness
Sitting with legs crossed, foot kicking slightly	Boredom
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Fist like gestures	Frustration
Pointing index finger	Frustration
Kicking at ground or an imaginary object	Frustration
Steepling fingers	Authoritative, control, confidence
Sitting with hands clasped behind head, legs crossed	Confidence, superiority
Hands joined at back	Confidence
Feet on desk	Confidence
Elevating oneself	Confidence
"Cluck" sound	Confidence
Leaning back with hands supporting head	Confidence
Eye Contact	comfortable
Brisk, erect walk	Confidence
Standing Up Straight	confident
Erect posture	High spirits, energy, confidence
Uncrossed arms	willingness to listen
Open palm	Sincerity, openness, innocence
Sitting, legs apart	Openness, relaxed
Lean forward	Openness, interested, acceptance
Hand to chest	Acceptance
Touching	Acceptance
Sitting on edge of chair	Cooperation
Hand on the face gestures	Cooperation
Unbuttoning coats	Openness, cooperation
Smiling	Openness, happy smile, shy smile, warm smile, ironic smile
Micro expressions	holding back emotions

Table 1.2 Non-verbal behaviors & Interpretation. (Tolentino, 2011; Allport & Vernon, 1933; EUROPARC Federation,

2010)

DESIRABLE	UNDESIRABLE
Open Relaxed Upright Posture	Rigid Posture, Slouching, crossed arms, Leaning towards one party
Suitable Eye Contact or Downward gaze when culturally and religiously appropriate	Prolonged eye contact, looking elsewhere, shifty eyes
Leaning Forward	Leaning Backward
Sitting at the same level with Disputants	Sitting at a higher or lower level than that of the Disputants
Congruent facial expression	Lack of facial expression
Relaxed gestures	Fidgeting, Distracting behavior e.g. leg shaking, pen clicking, etc.
Equidistant to both parties preferable between 2 to 3 feet	Too close or too distant to the parties
Clear speech at a calm voice with appropriate variations in pitch, volume and rate	Talking too fast or too loud or too soft, Monotonous voice
Comfortable with silence	Talking or pausing too much

Table 1.3 Mediators Desirable & Undesirable behaviour. (Tolentino, 2011)

Several experts recommend using "The YODA System" for transmitting, reading, and responding to non-verbal communication: YODA stands for You, Observe, Decode, Adapt. You: Accept responsibility for the impact of your nonverbal behaviours, accept that your feelings, moods and emotions impact on the signals you emit and those that you, in turn, receive. Observe: Practice conscious observation, increase the amount of detail you observe. Decode: Identify other people's physical behaviours, choose your best response. Adapt: Adapt your behaviours to convey your intended message, adapt your responses to other people's signals. (Kuhnke, 2016, p. 7).

For the learning and improvement of the handling of the body language of oneself and the reading and interpretation of others; time, attention and commitment are necessary. All too often discouragement could take over without accomplishing the purpose. But recognizing and interpreting physical signs and signals takes practice. *"Counting on one gesture to convey an entire meaning is about as sensible as counting on one word to tell an entire story"* (Kuhnke, 2016).

2 RESEARCH METHODOLOGY

A theoretical framework that grants perspective to our research questions has now been established in reviewing the existing literature. In order to explore further from the state of the art, we must create a guide, which in this case will take the form of a hypothesis, with the help of which we can reformulate and specify the research objectives. These will next be analysed so that we can determine the optimal methods and tools to reach them.

This chapter presents and justifies these and other methodology components, followed by a detailed description of the chosen methods' design and execution.

2.1 Hypothesis

The reading of body language will provide information about the subject's personality and preferred mechanisms for dealing with conflict. The mediator may then use this information to the benefit of the Mediation process.

In order to check the veracity of the above statement, further research needed to be done. Saunders' "onion" model was followed to understand and cement the foundation of this master's thesis methodology and to design the research strategy. This model, illustrated in Figure 2.1, was proposed by Saunders in his book Research Methods for Business Students (Saunders, et al., 2019).
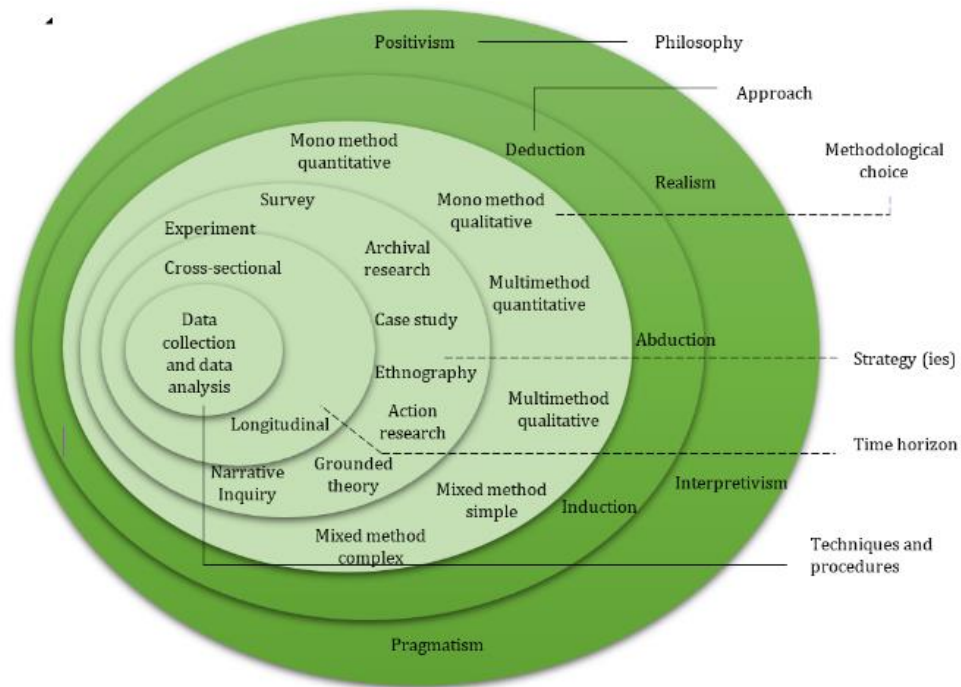
Figure 2.1 Research Onion Model (Saunders, et al., 2019).

The research onion depicts the aspects underlying the choice of data collection techniques; Peeling the onion, from the outer layer to the inner layer, making it utterly explicit step by step, allowing a progression for the designing of the project effectively, being useful in a variety of contexts thanks to its adaptability. The core represents the techniques used to obtain the data (such as questionnaires, interviews, and observation, as well as secondary data) and the procedures to analyse them. Simultaneously, the layers symbolize other elements of the design that provide the context and the limits within which data collection and analysis techniques are selected. It is essential to understand the relationship between the nucleus and each one of the "external" instances since, the consideration of these elements allows to elaborate a coherent and adequate design for the purpose of our research. It is considered that the approach of this method can complement and transfer the design of this project in a way that is reflexive, logical, and critical since it requires the interaction of different dimensions and the strategies or procedures that can be put into practice (Sahay, 2016).

2.2 Philosophy

Before approaching the research work, it is important to define a posture or philosophical position that serves as a guiding compass for the research process and the scientific evaluation of the results obtained; otherwise, they would be rejected or criticized for their ambivalence or indefiniteness.

The research philosophy refers to the adopted system of assumptions about how the world is viewed, including what we consider real, known, and our axioms. A good research philosophy depends on this system being consistent and coherent, and it will be the foundation for the remaining layers of the methodology (Saunders, et al., 2007, p. 101).

This work is carried out within a social issue where aspects of psychology take part; therefore, the most appropriate philosophy is chosen to execute an analysis and capture the phenomenon objectively.

Whiting the ontology consideration which raises questions and assumptions of how the world operates into particular views concerning the nature of reality, the research philosophy of the present work is delineated by pragmatism as it is believed that no single viewpoint can give the entire picture but multiple ones (Saunders, et al., 2007, p. 108)..

In the study, what interests us is knowing if the mediator can consciously use certain physical phenomena. Hence, the necessity to extract objective information since we do not want to interpret the gesture in the specific environment where it arose, but rather a correlation between a gesture and a particular emotion, regardless of context or specific situation. However, even though the literature is quite evident in the existence of measurable or at least identifiable relationships between the study variables, it is improbable that such measurements can be performed spontaneously at the required level of resolution, leaving the practicing mediator to rely mostly on his experience and training to evaluate each situation which, furthermore, is inherently unique. This makes a 100% positivist framing impossible or, at the very least, too impractical for the scope of the present work. Pure subjectivist or interpretative approaches are also discarded since we start from the premise that there exists some objective data from which generally

applicable models of behaviour can be deduced, irrespective of our ability to extract said data (Saunders, et al., 2007, pp. 103-107).

Pragmatism grants us freedom of procedures and techniques that can conform to the circumstances (Sahay, 2016). Since the importance of things or reality depends on their manifestation. Something is real if it works if it has effects. And the best way we can ascertain the "truth" is by finding what works at the time.

2.3 Approach

The deductive method comes from the action and effect of deducing from the verb that denotes drawing consequences from a principle, proposition, or assumption. Deduction possesses the characteristic of the search to explain relationships between variables. In this research work, the deductive method will be used in order to start from general aspects of the research to arrive at particular situations. Using this logic to test the hypothesis through an experiment establishing whether it is confirmed or refuted (Saunders, et al., 2007, p. 117).

In this dissertation, the way to confirm or reject the hypothesis will be through the use of a quantitative method where data collection is used to test the hypothesis, based on numerical measurement and statistical analysis to test the theory of the relationship between body language and personality. While the qualitative method will help to confirm the importance within the field of Mediation.

This is as opposed to an inductive approach where from unprimed observation of specific cases, we arrive at generalizations that, while applicable inside a certain domain, are not necessarily made up of certain and objective truths (Saunders, et al., 2007, p. 119).

2.4 Strategy

As mentioned before, research instruments have been designed based on investigative techniques such as surveys and interviews. Observational methods were also in thought, but a more extended period would be required, and different circumstances according to the pandemic are needed. While the survey is usually related to a deductive approach, where it functions as a collector of data from which conclusions will be extracted, in this case, its role is to test our hypothesis, which was formulated a priori. Meanwhile, at the same time, the interviews with qualitative focus are used to provide the individual work perceptions of the processes studied.

Therefore, the instruments selected were:

- Two different designs of semi-structured interviews, one explicitly focused on body language experts and the other on qualified mediators.
- And two surveys in the form of questionnaires, the first one focused on testing personality and the second to test self-perception of body language.

Survey: Woking very well with deductive approach and quantitative research design. It suggests possible reasons for a particular relationship between variables, producing models of these relationships in this case between the type of personality and type of body language, and generating findings that are representative of the population, lower cost, and representative sampling (That, 2018).

Semi-structured interviews: Have a degree of structure in implementation, where the researcher will have a list of themes or key questions to be covered. It allows flexibility to the interviewer to make maximum use of the opportunities offered to enrich the data (That, 2016; Carruthers , 1990).

2.5 Methodological choice

This research could be through a mono method choice where there is single data collection technique and the corresponding analysis procedure or, a multi-method choice, meaning there will be more than

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one data collection technique and data analysis procedure. Mixed methods, is where both qualitative & quantitative data collection are used in the design. (Saunders, et al., 2007, p. 145).

In this case the multi-method will be use, with the mixed-methods approach based on the pragmatic paradigm. Collecting both qualitative and quantitative data at the same time.

2.6 Time horizon

In the case of this study that has limited time and resources, cross-sectional research is the best option to use. As it undertakes to answer a question or solve the problem where a short period or a particular time is to be dealt with, allowing to compare many different variables at the same time. On the contrary, to the longitudinal route where studies extend beyond a single moment in time (Saunders, et al., 2007, p. 148). In this case the data will be collected only once. It does not mean that the data of the history and exploration can be collected one day in another analysis and other tests, but in this case for the moment there will be no follow-up in the design.

2.7 Data collection

For this research, two types of instruments mentioned above were carried out: semi-structured interviews for experts in the areas of Mediation, conflict resolution, and body language as well as surveys applied to adults, basing them on the objectives set at the beginning of the study.

2.7.1 Interviews

This is considered a qualitative instrument, so its analysis has been carried out alongside data collection. To apply these, the designing of two different interviews has been necessary, applying them to a total sample of 10 individuals. The questions of the first interview have been directed to 3 of the participants that are specifically related to the development of body language. The second interview has been focused on Mediation or conflict resolution areas and applied to 7 professionals of these subjects. For the analysis

of each one, adaptations and modifications have been made accordingly to the context and circumstances during the interview. From these semi-structured interviews, participants can freely answer in contrast to a closed-question questionnaire for the collection of data and inquire about an area of interest. (Kawamura, 2011).

The profiles of each interviewee are as follows:

Professional B.L.Experts profile

- **E1.** Professional Body Language Expert, public speaker, educator, and author. Interpreted Body Language on various US national and international news and assessed in National Court Cases.

- **E2.** Certified Trainer with expertise in body language interpretation, with six years of experience, specialized in coaching and training for businesses and organizations.

- **E3.** Certified Nonverbal Communication Trainer from Science of People, and a Certified Facial Micro Expression Expert, Owner of a body language centre in Croatia.

Professional Mediators profile

- **M1.** Vastly experienced CEO and Management Consultant with over 25 years of experience in management development, negotiations, coaching, and Mediations. President of Mii & South Dublin Chamber of Commerce. Author of six books, four textbooks on psychology and work, communication

- **M2.** Florida Supreme Court Certified Mediator for Circuit Civil Matters. Provider of Conflict Resolution Services, from civil litigation Mediation to conflict resolution coaching and counselling.

- **M3.** Accredited mediator and certified member of the MII. Provides training, mentoring, and coaching to groups and individuals in personal effectiveness during times of conflict, having worked with children and families on Social Care with approximately 16 years of experience.

- **M4.** Head of Alternative Criminal Justice, Mediation Centre at the Attorney General's Office of Baja California. With over 12 years of experience in the field.

- **M5.** Certified as a Conflict Dynamics Trainer Certification with 23 years of experience as the HR Manager at with over 860 direct employees and 100 salaried employees dealing over HR mediations and employee complaints.

- **M6.** Private Mediator and Dispute Resolution Specialist and Family Therapist and CEO of family service in Ireland with over five years of experience.

- **M7.** With Harvard University studies, a family law mediator, custody evaluator, parenting consultant, trainer on Mediation and intimate partner violence, and parenting time expeditor with over five years of experience.

The intention that arises from the interviews' application is to collect information from the experts on the topics related to the study, contrast them, and make a final analysis between interviews and the data obtained through the surveys. A series of questions were then asked whose objective is to validate the project's quality, technique, and message.

The interview directed to Body Language Experts consisted of 9 main questions, with variations or modifications to ensure coherence, instrument effectiveness, and complete data collection. Which purpose is to define through their extensive knowledge and points of view the bases of what nonverbal language is, the studies on it, its influence, and its relationship with personality, emphasizing the perception of the effectiveness of its correct reading as support to mediators. (see Appendix C)

Meanwhile, the design of the interview carried out with Mediation Professionals was made up of 11 main questions; also with variations at the time of application, aiming to understand through their knowledge and experiences in practice the real benefits that they could obtain at the time of application of the concepts already discussed with the experts in body language. As well as the familiarity they have about these terms, their ease of recognition, possible forms and uses for a better resolution of conflicts, and the

importance within the study of Mediation—all to understand the essence of the phenomenon of interest. (see Appendix B)

For the purposes of this investigation, the interviews have been carried out at different moments of the investigation by the Internet and by telephone, at moments chosen by the participants of the investigation, individually ensuring the discussion, these being compiled through an audio recorder and then transcribed ready for analysis. These are included in the additional document "Interview transcripts and survey evidence."

Taking into account the ethical dimensions that all research brings, the participants signed informed consent, understood as the conscious and reflective decision made by the social subjects to participate in the research process which included agreements on the topic to work, the limits, times and moments of the investigative process, the interview schedule, and the possibility of making the results of the investigation public in the form of dissemination of findings. An informed consent was filled out before starting the investigation by each of the study subjects. (See "Interview transcripts and survey evidence" document).

Once all the participants' consent forms were available, and the design of the interviews approved by the thesis supervisor, the fieldwork was carried out. Appointments for interviews were scheduled individually with a duration of approximately 30 minutes.

After all the interviews were done, tables of the information collected were made, giving a structure of each interview's ideas for its facilitation to analysis.

2.7.2 Surveys

The first step for the implementation of the surveys consisted on determining the questionnaires to be used, to later express in writing the descriptions of each of the variants in order to determine the connection between personality and body language. As an approximation to this work, the revised

version of the EO-PI-R Personality Inventory created by Paul T. Costa, Jr. and Robert R. McCrae (2003) was taken as a reference for the first survey applied.

The second survey answered by the applicants is the body language study questionnaire, designed and used by the human resources area at the Cooper Lighting company, with the collaboration of students studying for a master's degree in psychology at CETYS University and provided by the manager Lisa Padilla.

For the management of accounts, the Google Survey platform was used, an online tool that allows respondents to easily answer questions and a comfortable visual interface. Here, a brief explanation of the process and its function is described to the participants working as a consent before answering. The format of the surveys can be seen in Appendices E and F.

Around 140 people have form part of the fulfilment of the questionnaires through the Google Survey platform. As both surveys had to be answered by the same people in order to obtain a relationship between the two, only 123 turned out to be usable questionnaires, permitting its data collection and analysis. The decreased of the usable answered surveys were due to the adversity of ensuring the participation of each person in both questioners, as because of their length people would withdraw from finishing the two surveys.

As a second step, the response categories were listed, and a code was assigned so that they could be tabulated in the statistical analysis program Minitab 11 to investigate the effects of the input variables on an output variable at the same time. Consisting of test series in which intentional changes are made to the variables for data collection and determine the factors that affect or optimize the results. For the analysis, frequency distributions were made, their graphic distributions, and cross tables in some cases.

2.8 Research Ethics

As in any other work, the basic ethical guidelines of objectivity, honesty, respect for third parties' rights, relations of equality, and critical analysis for the prevention of risks and harmful consequences are followed. Considering ethical issues by maintaining the confidentiality of respondents and assuring them that data collected will be used only for research purposes, counting in the case of interviews with the informed consent documents in which the Project's consent is declared. (See Appendix A & D). While in the surveys, information is provided about the characteristics, objectives, and way of obtaining results so that the participant makes an informed decision when agreeing or not to participate in the study before beginning to respond. (See Appendix E & F).

3 PRESENTATION OF DATA

In this chapter, the information collected as quantitative and qualitative data through the techniques and instruments described in the previous chapter is presented graphically, allowing us to visualize and reflect on the manifestation and behaviour of each one of the variables at play. While all data has been made available to the reader, these visual aids have been selected to show the most outstanding, representative and significant outcomes.

3.1 Five Factor Model and Body Language surveys

The information obtained from the surveys has been processed to obtain descriptive statistical parameters; in particular, the absolute and normalized frequency distributions, as well as covariation and correlation studies. The distributions allow us to visualize the general composition of our population sample from the Five Factor Model (FFM) perspective, while more specific analyses will help us in our goal of producing a model that predicts behaviour. The covariation and correlation studies aim to find an objective relationship between personality traits and body language output.

FFM Frequency distribution

Normal distributions are useful in that they allow us to visualize the probability of finding an individual of the population represented in our sample within a specific range of the phenomenon we are investigating. At the top of the curve, we have the highest probability of finding an individual with that score, which is necessarily the overall average. As we move away from the average, the probability of finding an individual with a different score diminishes.

Figure 3.1 shows the normal distribution of how the sample came together in the different personalities. The y-axis shows the population's percentage of the surveys taken, and the area under each curve is equal to 100%. The curves are centred at the average grade obtained for each personality, and the height and width relate to how spread is the sample away or near the average.
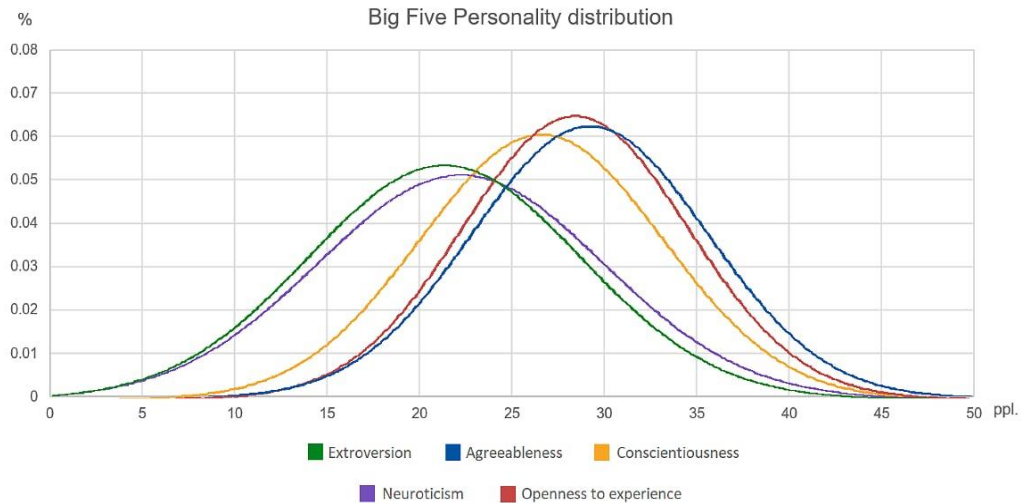
Figure 3.1 Big Five Personality distribution.

Personality Survey Avg.					
	E =	A =	C =	N =	0 =
Sum of General Points	2625	3597	3270	2730	3497
Average puntuation of each trait	21.3415	29.2439	26.5854	22.1951	28.4309

Table 3.1 Big Five Personality distribution.

FFM average by sex
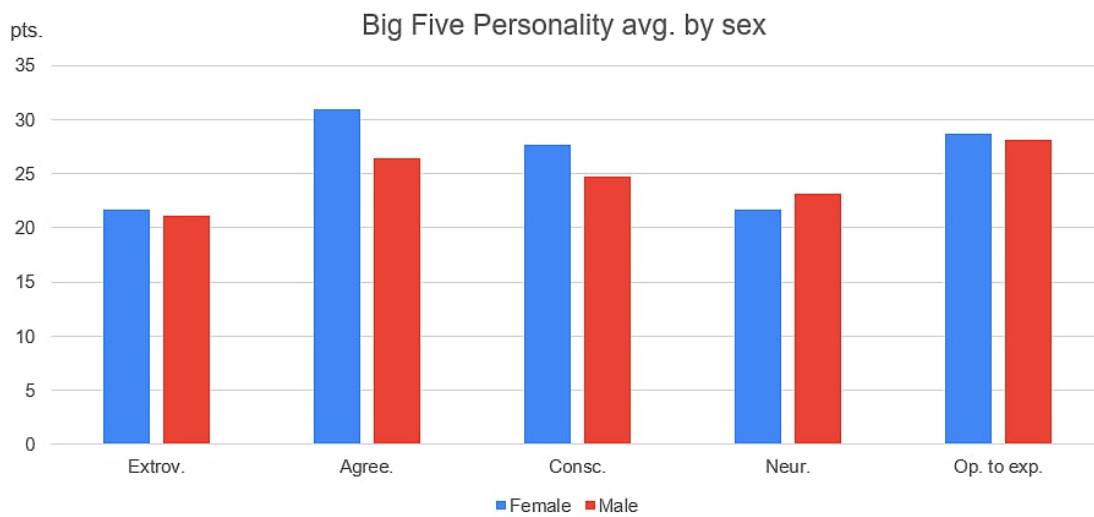
Figure 3.2 Big Five Personality avg. by sex.

Big Five Personality Distribution by Sex					
	Extrov.	Agree.	Consc.	Neur.	Op. to exp.
Female	21.70512821	30.8974359	27.70512821	21.66666667	28.70512821
Male	21.06976744	26.46511628	24.69767442	23.18604651	28.13953488
	0.63536077	4.43231962	3.00745379	-1.51937984	0.56559333

Table 3.2 Big Five Personality Distribution avg. by sex.

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The average score was obtained for each personality factor separated by sex to determine in which factors the most significant difference is found.

In this case, no age separation sample is made since most of the participants were concentrated in a single age group, so there are no significant differences in data differences. The same thing happened when asked for the academic level, where basically everyone is in the same rank. Information was not requested by ethnicity since it was not possible to prepare a survey that can be applied to a high range of cultures, due to resource and time limitations.
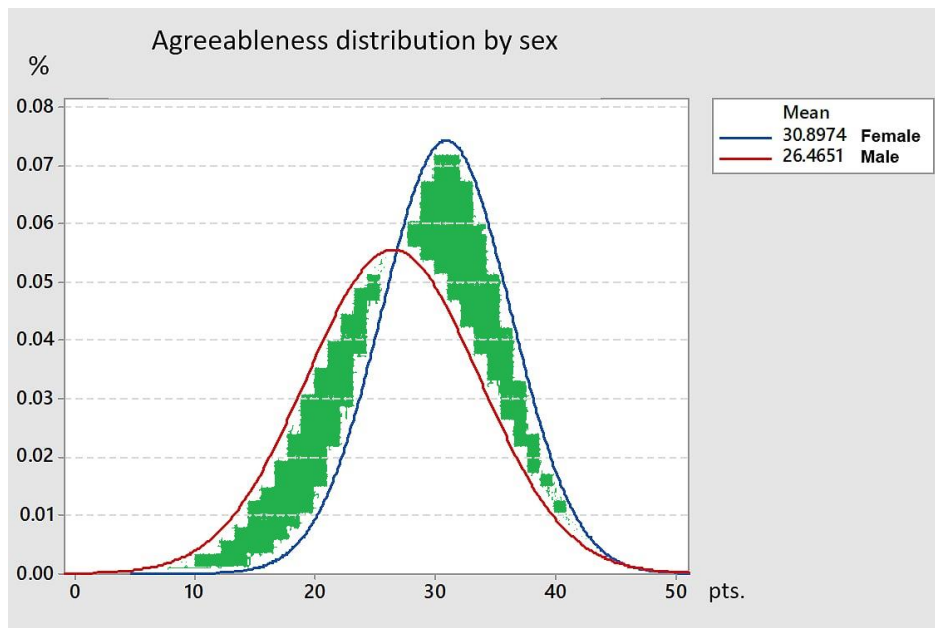
Figure 3.3 Agreeableness distribution by sex.
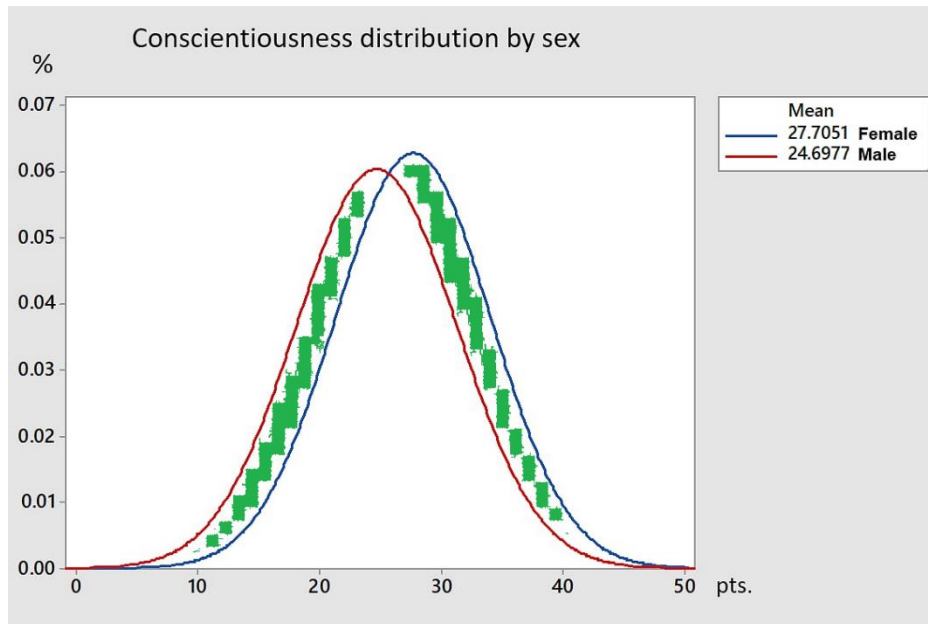
Figure 3.4 Conscientiousness distribution by sex.

Having seen that, it is in Conscientiousness and Agreeableness where the greatest difference in averages by sex is found. We are also interested in seeing what the distribution is like because the amplitude also matters in order to determine the population variability in scores.

The green represents the population where the differences are. Knowing that the total population is the area under the curve, it is possible to appreciate the representation of how many more men there are than women below a certain score or vice versa.

It is not enough to see the average, but the dispersion can also be analysed, as it is not only important the average of a gender having a higher score against the average of the other, but how is the concentration around the highest and lowest scores.

It is significant because near the centre it is almost the same since it is where most of the population is found and more or less is the same proportion of men and women, but when we get closer to the extremes, the difference begins to be more noticeable. That is, for example, if you look at the plots, you will find that the people with the heights grade in Conscientiousness tend to be women, and the people with the

lowest grade tend to be men. On the other hand, in Agreeableness, it is possible to find women with low

scores in this personality, but it is much more likely to find men in these low scores.

Body Language group distribution
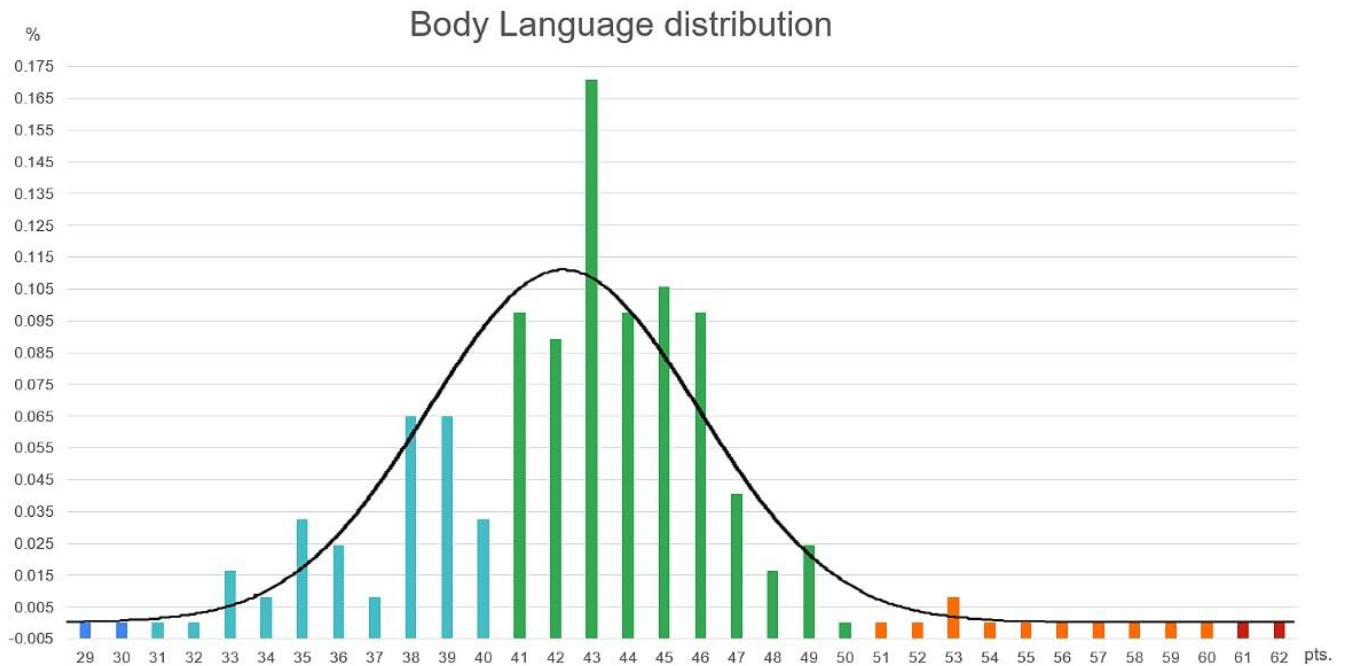
Figure 3.5 Body Language distribution

Body Language Distribution	
Percentage	Groups
0.00%	0-20
0.00%	21-30
25.20%	31-40
73.98%	41-50
0.81%	51-60
0.00%	61+

Table 3.3 Body Language

Here we see the same as when the personality distribution was presented, but here it is only a single

measure of body language; it shows frequency, but as a percentage, that is, the percentage of the

population has certain points, summing everything gives you 100%. The colours represent how test

results separate it by score ranges, and these score ranges are represented by these colours.

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Body Language Survey Ranges	
0-20	Others think you are shy, nervous, and indecisive; someone who needs to be cared for, who always wants someone else to make the decisions; Who doesn't want to get involved with anyone or anything! They see you as apprehensive who always sees problems that don't exist. Some people think that you are boring. Only those who know you well know that you are not.
21-30	Your friends see you as finicky and picky. They see you as very cautious, extremely careful, a slow and steady student. It would really surprise them if you ever did something impulsively or in the heat of the moment, as they expect you to carefully examine everything from all points of view and then usually make up your mind against what you know. They think this reaction is partly caused by your caring nature.
31-40	Others see you as sensible, cautious, careful & practical. They see you as skilled, gifted, or talented, but modest. You are not a person who makes friends very quickly or easily, but you are someone who is extremely loyal to the friends you have and who expects the same loyalty in return. Those who really get to know you understand that it takes a lot to shake your trust in your friends, but it still takes you a long time to get over it if that trust is ever broken.
41-50	Others see you as fresh, lively, charming, entertaining, practical, and always interesting; someone who is constantly the spotlight, but well balanced enough not to let this go to your head. They also see you as kind, considerate, and understanding; someone who will always encourage and help them.
51-60	Others see you as an exciting personality, very volatile, rather impulsive; a natural leader who is quick to make decisions although not always the correct ones. They see you as daring and adventurous !; someone who will try everything at least once; someone who takes opportunities and enjoys an adventure. They like to be in your company because of the emotion that you radiate.
61+	Others see you as someone with whom they must deal with care. You are seen as vain, self-centered, and extremely domineering. Others may admire you, wishing they could be more like you, but they don't always trust you, hesitating about becoming too deeply involved with you.

Table 3.4 Characteristics of BL. Survey Categories.

In this case, frequency bars have been added to better show how the distribution relates to each grade group.

Correlation

Correlation study						
	Extrov.	Agree.	Consc.	Neur.	Op. to exp.	Body lang.
Extrov.	1					
Agree.	0.374	1				
Consc.	0.083	0.353	1			
Neur.	0.197	0.259	0.168	1		
Op. to exp.	0.382	0.385	0.256	0.137	1	
Body lang.	-0.006	-0.014	0.027	0.026	0.129	1

Table 3.5 Correlation

A study has been made of each participant's combination of points through their covariance, which allows the perception of a relationship between two positive or negative variables and how large. That says, for example, if the number is large, it means that they are closely related, but close to zero, there is no relationship, there is no trend, neither positive nor negative. The problem with merely seeing covariance is that in those variables where people obtained high averages, the covariance is higher simply because the numbers put into the equation are larger—introducing noise to the study by its non-standardized net ratio. For this reason, only the correlation study is shown, this being standardized, where the values are adjusted to an average of 0.

The correlation is basically the same as covariance, but using the standardized values and distributions makes standardized relationships.

Meaning, that all personalities are centered at 0 and scaled to give a std deviation of 1, where all the values fit a new curve, and the values become comparable. Each person's values are adjusted so that now what it says is how far the values are from the average, their score.

If the correlation is high and positive, it means that if you have 2 in one variable, you will have 2 in the other variable that is being compared. If the correlation comes out negative but a large number, it would be the same but inverse, if you have -5 in one variable you will have +5 in another. Now, a small correlation means that one variable does not affect the other variable as much. Moreover, a correlation of 0 means that no matter how many samples are made, there is no relationship, and there is no trend where something can be predicted from each other.

3.2 Interviews to mediators and Body Language experts

Given the nature of the investigation's central purpose, every effort was made to show; First, the most considerable number of perspectives that those interviewed expressed on the various topics. Secondly, those opinions that resulted in the apprehension and understanding of the objectives proposed in the

research were highlighted. Third, the new dimensions of meaning that enriched the guidelines for the proposed improvement of the topic under investigation were considered.

Structuring the main points obtained from the interviews, tables were created for a better review of each interview participant's opinion.

BODY LANGUAGE EXPERTS			
	E1	**E2**	**E3**
Definition non-verbal language	Intuitive and involuntarily. Whatever people do is a sign of how they are.	All communication that we do not accept the words. Made of facial expressions, body movements, everything we wear on our self and voice.	What we show through our body language, our expressions and the way we move and even the artifacts that we put around us, they express feelings and attitudes, don't really express specific messages.
Innate / Acquired	Mostly Innate	Both	Mostly Acquired
Acknowledge of culture before	Yes	Yes	Yes
Universal expressions		Yes	Yes
Recognize personality through	Yes	About 75%	Not 100%
Easier trait to recognize	Extrovertive	Extrovertive	Extrovertive, Agreeableness
Body lanaguge importance in mediation	Yes	Yes	Yes
top priority for mediator to focus of	Eyes, arms , legs	Eye gaze, hands & own body lanaguge	Shoulder shrug
Most helpul	Lie detection, Confortable	Lie detection	Fisrt seconds are most important

Table 3.6 BL Experts interview

	MEDIATORS						
	M1	**M2**	**M3**	**M4**	**M5**	**M6**	**M7**
Definition non-verbal language	All communication that you're not using your voice.	Any symbolic communication that a person or persons receives without the use of verbal or Linguistics so it could be body language. It could be attitude. It could be Impressions.	Anything that isn't spoken word.	The communication given by the body of the person you're talking to which represents that language that is not to be said.	Everything that you do with your body. Except speaking.	All expressions, gestures, body languages, facial expressions, and even tone and posture of the participant in a mediation session	What you're doing and how your body looks while you're saying
Universal expressions	eye contact, shy-look down	No	Closed body - protection	arm crossing-protecction, nervous-shakinees in extremities	No	nod or shake head-agreement/dissagrement	eye-rolling
Variation of BL depending on personality or is it mostly equal	Varies	Varies	Varies	Varies	Varies	Varies	Varies depending on culture
Revelation of personality through body language	Not 100%	Yes	Yes, with difficulty	Not 100%	Not 100%	Not 100%	Not 100%
Recognition of personality traits	Not straight away	Yes	Not 100%	Yes	Yes	Yes	Not 100%
change own body language	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Not deliberate recurrent movements	Aware of own face expressions	Sit on hands so they don't move much.	Use more hands to not express much with the face.	Control shaky leg when things get out of hand.	Aware of eye movements	Maintain palms open	Mainntain a soft apperance
Focus on the beginning of the session	How they face each other, give them equal distance.	For each type of mediation the formality changes. Walk with them to the room.	Look for signs of nervousness. Show positiviness and smile.	Eyes and facial expression, to identidy attittude		Pay more attention to the party who is less experienced in mediation looking for signs of intimidation	how they hold their body
Escalation phase develops or unfolds depending on the personality			Yes	No	Yes		Yes
BL Movements when conflict arises	Sit back, use hands to stop, Stand-up separate sesions	Write in a paper triggering emotions, stop mediation, separate participants, stand up, walk a little	Lean foward	Lean forward	Lean Forward, calm body, breathingh and gestures. Neutral face.	Hands up, palms forward, and spread the gesture that suggest participants to calm. Separate participants.	Look down
Imporantce of personality in mediation	No	Not 100%	Not 100%	Yes with carefulness	Not 100%	Yes	Not 100%
Body langauge important role in mediation	Yes			Yes	Yes	Yes	Yes
Personality characteristics should a mediator have	Warmness and careness	Neutrality, body language open, be aware of their own preferences personality predilections, low Eagle, Emotional intelligence.	Neutrality, Control reactions	Neutrality, open minded, Light voice but strong, parallel posture	Mindful, control reactions	Always convey openness and calmness. Control reactions.	Confidence, calmness
Final remarks	Co-mediation	Co-mediation		Be creative and passionate.	Study a lot about human beings and personalities.	Transform and develop styles as society progresses.	

Table 3.7 Mediators interview

4 ANALISIS & FINDINGS

4.1 Surveys

FFM Distribution

Looking at the distribution of personality traits of the population shown in **Table 3.1** and **Figure 3.1** that were based on the Big Five Personality Test survey, which was a helpful instrument to identify personality types that might be influencing behaviour, and monitoring changes in each type. We can appreciate, taking into consideration that everyone has a little of each trait in themselves, by making a general sum of each trait's scores by all the 123 useful surveys taken. It has been obtained that in general, people tend to be more inclined to show their Agreeableness side with average punctuation of 29.24 points of the 40 possible and the Openness to experience with 28.43 average points. Followed by Conscientiousness, Extroversion, and Neuroticism, respectively.

It can be viewed as a probability plot. The further you get away from the average, the less likely you are to find people with that characteristic. But an expanded curve is more likely to find more people with dissimilar scores in that personality simply because it is more distributed. This is, the further of the highest point of that trait, the less probable it will be to find someone with that trait.

In this study, most of the people who have Openness to Experience are in a score between 25 and 35 points, but the majority of those who showed indicators of Neuroticism have a score of 20 to 25 points. However, the fact that this personality curve is more dispersed than Openness means that there will be more people with high scores and more people with lower scores, which makes this personality highly variable and less predictable.

Therefore, guided by the graph presented, it can be seen that both people with high or low Neuroticism or Extroversion will tend to be more common than people with high or low Agreeableness or Openness to experience, which are less dispersed in score.

These findings allow an analysis to determine which personality would tend to be presented the most by the gatherings.

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FFM average by sex

This data given by Table 3.2 and Figure 3.2 show the percentage of the population and their inclination to each personality based on gender. The most notable differences between males and females were in Agreeableness and Conscientiousness, with an average of 4.43 and 3.0 points higher for women than men, respectively. In fact, the only personality where males had more points than females was on Neuroticism by 1.51 points. For the remaining two personalities, the average score between the sexes is so low that it is considered equal.

Knowing this, a mediator could expect a random man to be slightly more neurotic and a random woman to be slightly more agreeable, from statistical probability alone. This does not mean that there are no agreeable men or neurotic women, but rather that the probability percentage of all the gatherings that go to Mediation that show characteristics of such personality will align with the expected distributions.

As it is seen in Figure 3.4, where the curve of the male population is slightly more to the left than the women's and about 4.5 points less on percentage, telling us that there is a more significant probability of man presenting lower Agreeableness characteristics with points of 10 to 20 in their personality than women, who concentrated in between 30 to 40 points. This would concur with many researchers such as (Weisberg, et al., 2011; Rahmani & Lavasani, 2012; Chapman, et al., 2007) who, based on both evolutionary and social role theory, associate Agreeableness with nurturing behaviour attributes and feminine gender roles.

A similar situation happens with Conscientiousness, where it can be observed in Figure 3.3 that the curve for men is shifted more to the left than that of women, but it can be seen that the overlap is greater than in the previous case. This is because both sexes will find people with a score of 10 to 40 points in Conscientiousness, mainly between 20 and 30. However, it is more probable to find more men with a low score of 10 to 20 in Conscientiousness and women with 30 to 40.

All the factors that occurred within the surveys were separated, and it was "gender" that made a noticeable difference. The study should be repeated with a more diverse population in terms of other characteristics because perhaps no differences were seen in other groupings simply due to lack of diversity. For example, "ages," although it is unlikely that this factor will obtain many differences because, according to the literature, there is evidence for differential stability in personality trait differences, even over decades; Chapman's work of (2007), when doing a study on gender differences on these traits obtained that the research among older, as well as middle age and younger adults, seemed that in fact, gender differences that are well-established in younger samples appear persistent across the lifespan. A factor that might show some difference and would be interesting to include is "ethnicity." A sufficiently diverse sample but with a high population in each ethnic group would allow a wider analysis. As, for Mediation, according to the interviewees, cultural aspects are quite significant, involving either the behaviour of the gatherings as the one that the mediator himself must take depending on the background. We are going to delve more deeply into this subject when analysing the interviews.

Body Language group distribution

In **Table 3.3,** it can be seen what the percentage of the population is in each group. A more graphic visualization is given in **Figure 3.5**. Primarily only people were found in three groups. Most of the people, 73.98% are in the group of between 41 to 50 points; these people are seen as pleasant, well-balanced, modest, kind, and considerate. The second range where the highest percentage of the population is found in the group with a score between 31 to 40 points, following **Table 3.4** people with this score is seen as careful, cautious people, practical and loyal that takes a bit of time to trust someone. Finally, the third group with not a large population was in the range from 51 to 60 points. Here people are seen as impulsive and natural leaders who jump into decisions without giving it much thought as they are opportunists that follow their emotions. The purpose of this information is to look at the relationship of each group's characteristics with the characteristics of the personality traits and how the distribution

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of the population presents themselves for both variables to find if there is or there is not, in fact, a match between them.

   Correlation

When analysing Table 3.5 on the correlation between personalities, it can be seen that Agreeableness and Openness to Experience are the highest values, these predict that these two traits will tend to occur together in the same person. Meaning, if you take someone as an example who is above the average in Agreeableness, it is likely that they will also find a percentage above the average in Openness to experience. Simultaneously, there will be high Extroversion because as Agreeableness and Openness have a high percentage of relationship, and Openness and Extroversion also do, a triangulation is formed that spins Agreeableness with Extroversion.

As explained in Data presentation, high values mean a relationship between the two; the maximum would be 1; it means that it moves one against one. If the two variants' relationship is low, would be probable that the other related scores won't have similarity.

This happens in the case of Neuroticism, where practically all the relationships with the other traits are low, so it is understood that it will be infrequent for a person high in Neuroticism to present high characteristics of the other personalities. Instead, it does not preside; it won't be easy to find a large percentage of people alike. So, when working in Mediation, if gatherings with high Neuroticism are taken as the population, only 20% of the people will also have high Extroversion. Therefore, the mediator could focus more on the characteristics rooted in Neuroticism and their behaviour in stressful circumstances. In this case, the literature describes them as people with emotional instability, presenting anxiety, highly threatening, and confrontational coping strategies experiencing any conflict (Dwan & Ownsworth, 2017). When it comes to the correlation between body language and personality, none of the personalities seem to have any high values that could be of significance. It will be in the next chapter, where there will an analysis why this might have happened.

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4.2 Interviews

Based on the tables, comparisons of the different responses of all the interviewees have been made. Separating by topic and detailing which research question is answered with each topic:

Definition Non-verbal language

With the purpose of knowing if mediators have a correct understanding of non-verbal language, experts in body language have been asked what its definition would be for them, as well as to the mediators to see if there is a similarity with the answers. E2 defines it as *"All communication that we do not accept the words."* the other two complement it, saying that inside its definition, nonverbal language is what the body shows through it, facial expressions, movements, tones, artifacts, and clothing express feelings and attitudes; whatever people do is a sign of how they are. On the other hand, Mediator's answers would be such as *"all communication that you're not using your voice; everything that you do with your body. Except speaking, anything that isn't spoken word."* others being a little more specific *"any symbolic communication that a person or persons receive without the use of verbal or Linguistics so it could be body language. It could be an attitude. It could be Impressions; all expressions, gestures, body language, facial expressions, and even the tone and posture of the participant."*

Universal Expressions

Both experts E2 & E3 assure there are universal expressions that are separate from the cultural aspects, linking them with the seven expressions by Paul Ekman (fear, happiness, surprise, contempt, disgust, anger, and sadness) *"in every culture that you see, you seem to see these same expressions connected to certain emotions like joy or anger. They seem to be expressed in very similar ways."* Base on this, a question was asked to mediators about this topic, if they believed there were universal expression and if so, which examples could they provide. 2 out of the 7 do not think there are universal expressions while the other 5 gave examples such as eye contact, looking down when they are shy or hiding something,

eye-rolling. Nod or shake the head when there is agreement or disagreement. Present a closed body, crossing arms looking for protection or shakiness in the extremities when nervous, among others.

Both above subjects allow to have an idea of how much familiarity mediators are with nonverbal language.

Acknowledgment of culture before profiling

Based on this, it was asked to the Body language experts if it was important to know the background and culture of a person before assigning a personality. The 3 of them say "yes," it is essential to know about the background family and cultural aspects as well as if they have some physical aspects that might influence a change in the body, if something hurts or if they are sick. *"the more nuanced emotions are expressed in different ways, in different cultures."* While interviewing the mediators, M7 remembered a cased she had, where while working with a particular tribe, the lack of eye contact in the first meeting was a sign of respect, whereas others lack of eye contact would generally be pretty concerning.

This above subject looks for the possibility of the identification of personality only through body language.

Importance and top priorities to focus of body language in Mediation

Both BL Experts and Mediators all agree that Body language reading is critical in Mediation. Experts think that having this knowledge will benefit in Mediation as a way of mastering lying detection and determining if the gatherings are being honest to help solve the problem. E3 explains how the relationship of reading the body with personality and coping styles could help the mediators, *"it gives you some things to look for. You're not trying to catch somebody in a lie; you're trying to find the truth. studying how people react can give you clues to get you closer to the goal of knowing what people want."* Special attention on different signs can be useful to identify lies. E1 uses as an example the eyes, *"There are signs when somebody lies, they look up to the right, which means they connect with the part of the brain, which is a chopstick that invents stories or you create art."*

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Recognize personality through body language

While all the mediators believe by experience that there is a variation on Body language depending on the personality, the question of if it is possible to recognize it emerges. E1 assures it can be possible, while E2 and E3 would say yes but not 100% of pure body language. Moving to the Mediators, M2 and M3 believe it is possible, M3 even says she could do it quite quickly but because she specializes in profiling. While the rest of the mediators think it is possible but not 100% and probably with difficulty as the more you work with them, the more they will show their true selves. Leading to the belief that the more knowledge and experience you get, the more accuracy of categorizing profiles. One thing is clear all BL Experts agree that extravertive is the easiest personality to recognize; even a few mediators mentioned it while being interviewed how extravertive people be pretty noticeable as they "*would be more fast [*sic*], more action orientated. They would want to get things done quickly. They would use a lot of hand language, use lots of presuppositions; they seem to be consistent, open body language and confident stance.*"

The analysis will aim to search for the importance of personality in the Mediation profession and the easiest to recognize.

Escalation phase, BL. & Personality

M3, M5, and M7 think the escalation phase develops or unfolds depending on the personality. While M4 thinks it doesn't work like that if a conflict escalates is mostly the mediator's fault for not acting immediately at the first sign, *"you can stop a conflict very easy at the first space,"* she says. Being able to do this and control the escalation of conflict is not an easy task; every mediator has a different style and process depending on the circumstances. The most common tactic that the interviewed mediators suggested to decrees the level of conflict was for example for M3, M4, M5 leaning forward *"if it is turning really aggressive, maybe I'll lean forward to remind them that I'm in the room, that I'm listening and I'm there for them to help."* M7 would look down until they notice that there is no engagement, M5

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and M6 would make sure to control their own emotions, keeping the body, breathing, and gestures calm. Hands up, palms forward, this to spread the gesture that suggests participants mirror them and calm. M1 uses her hands to stop them; if it doesn't work, she might stand up and ask them to have a break or a caucus, which is a part of the session where each side has a confidential meeting with the mediator. In addition to this tactic, M2 would suggest writing in a paper the triggering emotions she notices on each side, having more control of the session. *"I do a mind map on my sheets for each party with different colours, I would write things like anger, frustrated, annoyed, insulted, degraded, denigrated or things and I'll find the ones that are the triggers the ones that are the most hard [sic] code for them."*

This gives us an idea of the influence personality has on conflict, and the most utilized movements a mediator can use to control an escalation phase.

Acknowledge of own body language

All mediators said they would adjust or modify it according to the circumstances to produce a particular effect on the parties. They have noticed certain not deliberate recurrent movements they do along the time they have worked, and that keep continually working on to control them. M1 and M3 would try to be aware of their facial expressions, M2 sits on her hands, so they don't move as much, M4 tends to shake her leg when things get out of hand, so she tries as much as possible to control it, M5 has to be very aware of her eyes as they are very expressive, M6 for example says would always try to make sure he has open palms to convey openness and M7 tries to maintain always a soft appearance. *"I have to make sure I am serious but not angry, friendly but not too friendly, and always open to new information during the sessions."*

Main focus at the beginning of the session

There are certain aspects the mediators will try to focus on the parties to determine how they should start their sessions. M5, for example, would pay more attention to the party who is less experienced in Mediation, looking for signs of intimidation as his job is to make sure everyone feels at ease. The same

M3 would look for signs of nervousness, M5 pays special attention to how they hold their body, and M4 sees the eyes and facial expressions to identify attitude. M2 would meet them and walk with them to the room to see how the parties get along since then and would make sure she has the ambient of the room appropriate address to each type of Mediation. M1 would make sure she gives them an equal distance from her and pays attention to how they face each other as mostly at the beginning they do not feel comfortable, but when their faces start turning to face each other, she knows as a mediator that they are starting to work through the conflicts themselves.

Importance of personality in Mediation & characteristics of a mediator

Most mediators say knowing the parties' personality is not 100% of much importance for the session. M4 says, *"if you go with personality, you will be on a limited state"* and M5 *"it's very difficult because you have to try not to judge people."* Even Body Language expert E3 would question it *"You're thinking about a label that that person is under. Is that really helpful?"* M2 explains it as *"I don't go looking for personality typologies, and as a mediator[...] I can see patterns that allow me to connect more meaningfully with them to build a for Rapport to form a trust or to understand that they may have a natural way of doing something[...] Able to use some insight from a behavioural perspective into how they are presenting whether that's to personality whether that's through preferences. That would be very useful."* 7 out of 7 mediators see neutrality as the main characteristic a mediator should have. Besides this, they consider having control of reactions and emotional intelligence significant as well. M1, M6, and M7 suggest showing warmness, compassion, and confidence. While the rest point out a mindful mentality and the awareness of their preferences, personality predilections have a light but firm voice and be a low eagle.

Final Remarks

While asked the mediators if they had anything else to add, a few things seemed important. M1 and M2 strongly recommend co-mediation as *"their help can give you a very honest transcript of the things you*

did that you don't realize you're falling into certain patterns.'' M1 would add that if co-mediating, to do it with someone that has expertise on something that you are not as experienced, for example, if one is not good at doing calculations bringing someone that could allow focusing on other aspects while learning from the other as well. M4, M5, and M6 recommend being creative and passionate, to study a lot about human beings and personalities and to be open to transform and develop styles as society progresses or faces a crisis just like the COVID-19 pandemic is currently affecting and adaptation is needed.

4.3 Conclusion

These findings are considered reliable thanks to the sources who have had years of professional experience either in the field of Mediation as to the reading of the body. The information provided has been consistent with the literature review and has been of great help to form a strategy of triangulation by multiple sources of data, allowing analysis and creating links between subjects that have presented similarities within both instruments of data collection used facilitating its discussion on the next chapter.

4.4 Researcher bias

Each investigation is in danger of the researcher's bias being influenced by different aspects, especially in research works that lead to interpretation. For example, as I, the author of this research, am Mexican, and Mexicans tend to be very expressive, which might have affected the moment the hypothesis was created, giving expressiveness an essential role in Mediation. In the case of data collection so this one would not be affected; there has been a followed up of procedure. In the case of the surveys, obtaining the consent of those involved, which is explained before starting to answer the questionnaire and for the interviews through a signed consent form. While the surveys are a quantitative method, making their

interpretation quite direct. The interviews have been recorded and transcribed, their interpretation and discussion on research bias are merely the responsibility of the author of this study.

Being objective throughout. The only time an opinion as author of this work was used was to structure how the information would be presented. The following chapter shows the discussion of the interpretation of the findings.

5 DISCUSSION

In this chapter, the interpretation from the findings of the data analysed in the preceding chapter will be discussed, giving comparisons between them in order to answer the hypothesis of this study, separated by themes giving it a structural flow.

5.1 Relationship body language-personality

From the data obtained through the surveys, while analysing the relationship between answers of both surveys, it has been obtained that the personality does influence movements made through body language—linking the characteristics that have been provided through the literature already categorized in *Table 1.1 "The Five Factors"* with the data collected also categorized by characteristic in *Table 3.4 "Characteristics of BL Survey Categories".* While calculating the average of the personalities, the results show that the population tends to present more the personality linked to Agreeableness. Someone with a high score in this trait has been characterized by Costa & Robert R. (1992) as a trustworthy and forgiving person, straightforward but not demanding, warm and altruistic, compliance and not stubborn, with modesty, tender-mindless and sympathetic. At the same time, it was shown that the same population tends to be found the most in the group between 41 to 50 points in body language, which its characteristics are too assimilated with the Agreeableness characteristics. Describing someone within this group as modest, kind and considerate, an understanding person who encourages and helps others is direct and practical. This relation of characteristics might indicate there is a relationship between body language and personality.

Regarding the correlation study, a direct linear correlation between individual personalities and body language is not obtained. The reason of this happening may be based on the low diversity of the population to which the surveys were applied. Since, if there is no correlation, it means that the sample is entirely diverse and completely random, there is no relationship between body language and

personality or that all the people interviewed fit more or less the same profile, so there will be no variation.

However, this study should be seen as a first inspection. In this case, the correlation study did not yield enough results, but the theory and the interviewees suggest something is there. So, it could be suggested follow-ups through other instruments.

The surveys could be applied again to a population with a more widespread distribution in body language, to be able to smooth its curve. With this, perhaps also, their personality profiles would not be overloaded to Agreeableness and Conscientiousness as it happened in this study. Alternatively, if the low correlation were to appear again, it could make a more certain assumption that the first study was correct. However, there is still the possibility that body language could have a high correlation within combinations of personalities. So, a multivariate study could come in handy. Thinking of it as an observational experiment where there is a creation of personality combination profiles, analysing the body language activity index in each one, and observing each group's movements and expressions to see if there are similarities in expressions and movements.

Now, the real question is whether doing all this would be worth it considering its usefulness within Mediation. For this, let us continue with the analysis of the other data that has been collected.

5.2 Determining personality from reading BL & kinesics skills in the mediator

Even if we prove beyond a reasonable doubt that there is a relationship does not mean that determining personality at a glance is straightforward or even possible without possessing a certain skill level. To determine whether it is or not, diving into the participants' responses in the interviews was needed. In general, most of the interviewees' answers said that it is possible but not with 100% assertiveness, since some personalities have pronounced characteristics, while others can be quite subtle. Among the responses obtained, the experts stressed about extroverted people being the easiest to identify since their

characteristics tend to be noticeable, giving it greater ease of persuasion with the naked eye. As Isbister and Nass (2000) say: *"extroversion is the trait that has the most expressiveness patterns and behaviours, especially with the hands."* In fact, studies that want to use the personality as a variant frequently use extroversion to obtain relevant results. As is the case of the study carried out by Neff, et al. (2010), the effect of gesture and language on personality perception in conversational agents is evaluated through experiments, taking extroversion as the primary personality to focus on using the same reason as stated. Just as there are personalities that show subtle characteristics, some are very rare for someone to have it as the main personality trait. For example, we can observe in Figure 3.5, "Body language distribution" that the population sample by the surveys has a low average score in Neuroticism. Therefore, the probability of someone appearing in a Mediation session with characteristics tendencies rooted in Neuroticism is less than any other personality trait. For this reason, as the saying goes, practice makes perfect, the more practice the mediator has and more familiarized is with the subject, the easier it will be to make this relationship, as mentioned by M3, a mediator specialized in profiling.

The culture is said to be of great help to achieve more effective profiling. All the interviewees have made some reference to culture. Body language experts say that knowing people's backgrounds, cultures, traditions, and awareness of universal emotions is helpful to adapt the person's personality. Matsumoto & Willingham (2009)studied whether body movements and the prediction of emotions are determined by culture, the results of which is that, when it comes to emotions, cultures are a big determiner. Likewise, interviewees assure that having an idea of the background and assenting the different cultures and traditions of the person could benefit from understanding why the desire reaction is not being obtained in certain occasions, always making sure not to assign stereotypes based on these assumptions of how the participants would be. As M6 notes, nowadays, there is plenty of multiculturalism around us. E1 reminds us as well that while we read a person, not only cultural aspects help but physical as well as if a person is not feeling 100%, has any sickness or physical limitations, that should be well known. This fact

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could justify investigating the possibility of making a guide of questions that all mediators should ask in the pre-mediation meeting.

5.3 Relevant contributions to the field of Mediation

To carry out this practice, knowledge about characteristic adjectives and their relationship with body movements is vital. The results given by this study also make an important discovery regarding the differences that may occur in different genres. Where it is shown that women tend to be more Agreeable than men while men can get to show themselves as people with characteristic traits of a neurotic person, knowing this, special attention could be given to the male gender as a preventive part. Gender was not part of the interview questions, but it did show to be a significant variable to be analysed in the surveys opening a possibility of further research into the topic. There are already a couple of studies that investigate genders within personalities in different environments (Rahmani & Lavasani, 2012; Chapman, et al., 2007; Russo & Stol, 2020)**,** but it would be interesting to know how much a difference of genders within the gatherings or the mediator itself affects the Mediation process.

Considering the different variables, the reading of the body improves by constantly being informed of the discoveries about the relationship that each adjective carry with each movement. Within the literature presented in this work, Table 1.3 "Non-verbal behaviours & Interpretation" is presented by compiling data from different literary references specialized in body language. This study has shown that the relationship between body language in the field of Mediation is of great importance. Not only have been several studies and books of the benefits from mastering this skill, but in the interviews, all of the participants stressed the importance and excellent use of it as well. As M7 said, *"I think that it's more important than almost anything else (body language). Especially for warning situations of harming you or the parties. I think body language generally outweighs verbally what they're saying any day by a lot."*

This phrase says a little bit of what the intention of this research would like to accomplish. Learning these skills might give mediators the ability to prevent or far see the possibility of any harm.

Nevertheless, instead of leaving it to the last moment, this research tries to take it further and take personality into the picture, this way maybe by profiling with anticipation there could be a long time to create a defence mechanism if by any means some situation with such a person gets out of control. What type of mechanism are we referring to? In this case, the importance and usefulness that should be given to oneself corporeal language and not only of the gatherings have been considered for the analysis.

5.4 Usefulness of profiling for the mediator

The expectation was that the results would go in favour of the hypothesis. In part, it has been, but in others, it has not. The surveys' results and the answers to the interviews about the relation between personality and body language lead closer to thinking the theory would be correct. These results could be a complement of other studies that have already been carried out. The disagreement with the hypothesis is due to the issue of the importance that this relationship represents within the Mediation scope since both mediators and experts in body language question the breach of impartiality, which is part of one of the ground rules of Mediation, as profiling would involve judging.

Therefore, seen from the aim and its objectives separately, it can be said that this research offers several positive aspects that could become useful within the scope of conflict resolution.

However, if we focus on the main research questions, which was the reason why the instruments used and the general methodology of this study, it can be concluded that the expected results were not 100% obtained since although it ensures that any knowledge and learning are useful in any field, the usefulness of profiling personality from body language should not be taken advantage of by the mediator as it might affect the integrity of the Meditation itself.

CONCLUSION

Limitations of the study

Being the survey approach method an instrument for data collection in this investigation, the sample was limited to anyone who could be remotely contacted due to the pandemic. Since the beginning, it was expected that the sample would have been specified in the sense of region or more diverse in culture and age aspects. One of the possible ideas for the preparation of this study was that it could have been an experimental research work with subjects, but due to the type of thesis and the time it could not have been viable, and this type of study would have been affected even more due to the contingency situation. So, in the end, it was beneficial to use the method used, what was expected was achieved without the need for any other instrument.

Answer to the aim and objectives of the study

The areas of study within Mediation are extensive and involving body reading opens up many avenues to pursue. In this case, having penetrated the domain of psychology, and having employed a mixed methods methodology, helped to analyse different aspects that lead to answering the research questions. We can conclude that, while the numerical correlation between body language and personality through the surveys was not significant enough, the other instruments did allow to believe that profiling is possible, although not 100% accurate, at least not without extensive knowledge and specialization on the subject but above all, lots of practice. What we can conclude is indeed necessary and helps for a better development of the session is the reading of the body and knowing the background of the parties, culture, traditions and relevant physical aspects that limit or change a person's movements. It can be said, then, that after the study, it has been understood that the importance that could be given to profiling is not vital, but it is beneficial. On the other hand, reading the body movement and applying that information directly

is essential for an adequate Mediation process. Furthermore, t has been suggested that identifying personalities in the midst of a session would contradict certain vital aspects forged in Mediation, such as judging, or breaking with the neutrality of oneself as mediator. Therefore, these results come to a halt for this work since although there is certainly a high probability that the hypothesis is possible, the very fact of testing it contradicts its purpose.

Areas for Further Research

The fact that the results obtained in this analysis on the correlation of personality with body language have not been as expected, could be due to various reasons, one of them being the lack of diversity, so it would be recommended to do the surveys with a greater diversity in the population.

It is also recommended to do a multivariate study where not only one-to-one comparisons are made, but combinations of personalities are made to profile and then analyse their correlation again with body language.

In the beginning, it was believed that this study would serve as a basis for further research involving conflict management styles concerning personalities and their use in Mediation. However, as already said, personality has not been a major factor for Mediation. What has been highlighted as being of great importance in this area is body language, so it would be good to continue researching this topic in other aspects, leaving behind the personality factor.

An observation experiment would be interesting, where an expert in body language observes the people involved in the session in order to determine the state of mind, if they are involved, if an aggressive environment is evolving or indicators that the Mediation is not going well.

A comparison of mediators with knowledge of body language and mediators without it, could also be made. Or even carry out a longitudinal study with mediators who are being taught body language and

observe if there are any indicators of change factors, such as the percentage of cases resolved, number of sessions per case, incidents, etc.

A study directly of styles of conflict management such as Thomas-Kilmann with body movements would also be interesting for the field of Mediation.

In its present nascent state, the possibilities are near limitless.

REFLECTION

The realization of this project has been a personal challenge to accomplish; it is the first time that I have done a project like this. I must say, it had its obstacles like the difference in language, among others. I have learned how to overcome them and it has been a great experience for my professional career and development.

I learn how to transmit my knowledge and my ideas in a professional manner.

As I progressed in the development of this work, my understanding of the subject increased, and it encouraged me to move forward, and to make a depth research about the topic.

The help I got from the participants was very useful. I have learned from them, and their knowledge, for example they share with me some research works like (Matsumoto, et al., 2016) or (López V., 2015) which turned out to be of great help for this dissertation.

Also, having had the guidance of my supervisor, who gave me feedback and encouraged me, giving me the confidence to finish this project is something invaluable for which I am deeply grateful.

The inspiration of the topic of this dissertation came to me from the mediation class that we had studying this master where one of the topics was, how the body could be read was discussed and inspired me to go deeper into the study of these, understanding its importance and practical utility that I was very excited to transmit.

My initial idea was about the gender difference in body language within a mediation, which is a controversial and delicate subject to study, but the process of gathering information led me to Carver and Connor-Smith's (2010) study, I built my hypothesis of body language and personality in mediation from it. I found it to be an extremely intriguing set of themes.

The biggest challenge of this work was to structure the ideas, information and data in a way that could lead to a specific research question without covering too many topics but still addressing all the important and necessary points needed on the research process.

In one hand, the analysis of the collected data showed that personality was found as a non-beneficial factor in the field of mediation. Body language, on the other hand was concluded to be very important. Finding these results encourages me to investigate and learn more about this topic to put it in practice in my professional career.

This research copy and this dissertation have had an impact on my curiosity as the results of this work opened many possibilities for further research.

Therefore, looking back, I took this second opportunity not just to improve this research, also to improve myself. I got better and more skills, like negotiation (with participants), listening, research, understanding among others.

I am proud of the work delivered because it shows all my efforts transformed in knowledge, and sharing this research can contribute to others as an inspiration in their future projects.

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Appendix A

Cecilia Romero
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25/07/2020

Interview information sheet

PROJECT TITLE: <u>Dissertation for the degree of MA Dispute Resolution</u>

You are being asked to take part in a research study on "The potential utility of body language and personality in mediation."

Dear Respondent,

I am a student at Independent College Dublin undertaking a Master's degree in Dispute Resolution. A requirement of the course is to write a dissertation on a topic related to dispute resolution. With the supervision under my mentor John Lamont and being approved by the Research Ethics Committee, my dissertation choice relates to the connection there could be between personality and non-verbal language for the benefit of the mediation process.

I am interested in your experience and I'm asking you for your help on gathering information on this subject as I would like to add the knowledge from an expert opinion like yours. I would really appreciate if I could take approximately 30 min of your time to participate in an interview via either videocall or call that will be audio recorded.

Below you will find the designed questions that would be asked to you, so you can review them before the date that we´ll schedule the interview.

I want to stress that your participation in this study is voluntary and all efforts to protect your identity and keep information confidential will be taken. You may decide to stop being a part of the research study at any time without explanation required from you.

I would like to address your rights before any participation is made.

- You have the right to ask that any data you have supplied to that point be withdrawn / destroyed.
- You have the right to omit or refuse to answer or respond to any question that is asked of you.
- You have the right to have your questions about the procedures answered
- If you have any questions as a result of reading this information sheet, you should ask the researcher before the study begins.

The data I collect does not contain any personal information about you except your professional experience that will only be used for the purpose of this master´s dissertation presented by Cecilia Romero; and your name which will be only used on the additional links regarding the transcripts of the recordings, being so: extracts from the interview may be quoted within the content of the dissertation and the recorded audios will be available to the examiners of the dissertation until the final grading is done.

My Supervisor John Lamont and I will be glad to answer your questions about this study at any time. You may contact my supervisor at John.Lamont@independentcolleges.ie

If you choose to participate, please sign, initial and date the consent information form and return it, along with the date and time you would be available to make the interview.

Sincerely, Cecilia Romero

APPENDIX B

Mediator interview questionnaire

1. What is non-verbal language? How would you define it?

2. Are there differences in body language between people? Do you believe it varies from person to person or is it mostly equal?

     a. If it varies, how does it vary?

3. Specifically during the mediation process, are there certain attitudes or gestures that are universal among people?

4. Is it possible, in your opinion, to reveal through their body language alone the personality of the parties in session? How?

     a. How soon can you do this after starting the session?

5. Are you familiar with the five-factor model of personality? Extroversion, Agreeableness, Conscientiousness, Neuroticism and Openness to Experience. By Paul Costa and Robert McCrae.

     a. Would you say you are able to recognize these traits in the parties?

          i. To what extent do you recognize these traits from speech and to what extent from body language? Which trait is easier to recognize?

          ii. Once you have identified the personality type of a person, do you make any changes or modulation in your mediation process?

          iii. Have you been in situations where you believed that one of the parties was of a certain personality type and later in the session you found out that your initial guess was inaccurate?

               1. How often does this happen?

               2. What do you do in this scenario?

6. During the mediation process, are you aware of your own body language? Do you deliberately adjust or modify it according to the circumstances to produce a certain effect on the parties?

    a. In which circumstances? Please provide examples.

    b. Have you notice in yourself gestures and expressions that are recurrent but not deliberate?

7. At the beginning of the session when you are welcoming the parties, what do you pay the most attention to?

    a. Do you look for a particular set of gestures in the participants?

    b. Do you try to figure out the participants' personality or character?

    c. How do you react to or utilize these non-verbal cues?

8. During the mediation process, when the gatherings are in an escalation phase and the conflict is increased, what gestures and actions predominate in you? Do you have any specific way to deal with this part of the mediation?

    a. Which gestures or expressions have you found to have the greatest effect in these moments?

    b. Do you believe that the way the escalation phase develops and unfolds depends on the personalities of the parties?

9. In your opinion, what would be the proper body behavior of the mediator? What personal characteristics should a mediator have in relation to non-verbal language?

10. Based on your experience in the field of mediation, do you believe it would be advantageous for the mediator to recognized personalities?

11. Are there any other observations or contributions that you consider interesting to add?

APPENDIX C

Body Language Expert interview questionnaire

1. What is non-verbal language? How would you define it?

2. How active is it, as a field of research? Is it all figured out or are we still making new discoveries? (Also, when did research begin? How old is this field?)

3. The body language of a particular person, is it innate or acquired?

      a. How strongly does the body language of a person resembles their family's or their cultural group's?

      b. How universal are the specific expressions of body language?

4. Is it possible, in your opinion, to reveal a person's character quickly from their body language alone? Why?

5. Are you familiar with the five-factor model of personality? Extroversion, Agreeableness, Conscientiousness, Neuroticism and Openness to Experience.

      a. Typically, these traits are measured through speech (in the form of questionnaires). Would it be possible to recognize them through body language as well?

            i. Which traits are easier or more difficult to recognize non-verbally? Why?

            ii. How reliably can an expert such as you do this?

6. Do you believe that non-verbal language plays an important role in mediation?

7. How can a practicing mediator benefit from the study of non-verbal language? What should be his top priority?

8. Is there some special concern that a mediator should have regarding their own non-verbal behavior?

9. Do you have any final remarks on the topics of body language and mediation?

APPENDIX D

Interview consent form

PROJECT TITLE: Dissertation for the degree of MA Dispute Resolution

"The potential utility of body language and personality in mediation."

PROJECT SUMMARY:

By signing below, you are agreeing that:

(1) you have read and understood the Participant Information Sheet,

(2) questions about your participation in this study have been answered satisfactorily,

(3) you are aware of the potential risks (if any), and

(4) you are taking part in this research study voluntarily (without coercion).

_____ Participant's Name

_____ Participant's signature

_____Student Name

_____ Student signature

DATE:_____

APPENDIX E

Body Language Test form

BODY LANGUAGE

If we don't define "us" first – Someone else will
What my body language says about me, quiz:

Dear respondent,
I am a student in Independent College undertaking a Master's degree in Dispute Resolution. My dissertation choice relates to the connection there could be between personality and non-verbal communication (NVC) for the benefit of the mediation process and I'm asking you for your help on gathering information on this subject.

These questionnaires are used in professional research settings and will evaluate your personality on each of the Five Factors of personalities and how your body language is perceived by other people. I would really appreciate if you would take the time to answer as accurate as you can to reality.

Your participation is voluntary. You have the right to refuse to participate in this study and you can choose to withdraw at any time.You do not need to include your real name on the questionnaire and the results of survey will be kept anonymous, only grouped information (not individual responses) will be published. But do please add the same alias name in both quizzes. I will be happy to share the results of my work with you when the dissertation is complete.

Between both surveys it will take about 10 minutes to complete. The survey is automatically saved as you go. To improve the speed of this online survey, please close other windows / applications that are open on your computer.

If you wish to know your results please do contact me through the whats app number attached in the second survey, I would be delighted to talk to you.

Thank you for your cooperation.

Make up a name to use in both tests. (Inventa un nombre que se utilizara en ambos tests) *

Texto de respuesta corta

1. When is your best time of the day? (¿Cuándo es su mejor momento?) *

○ a. in the morning (por la mañana)

○ b. during the afternoon and early afternoon (durante la tarde y a la tarde temprano)

○ c. late at night (tarde por la noche)

2. Normally you walk ... (Normalmente camina...) *

○ a.pretty fast with long steps (bastante rápido, con pasos largos)

○ b.pretty fast with short steps (bastante rápido, con pasos cortos)

○ c. not so fast with head raised, looking at the world in the face (no tan rápido con la cabeza levantada, mir...

○ d. not so fast, head down (no tan rápido, con la cabeza gacha)

○ e. very slow (muy despacio)

3. By talking to someone you ...   (Al hablar con alguien usted...) *

○ a.stand with your arms crossed (se para con los brazos cruzados)

○ b.keeps your hands together (mantiene sus manos unidas)

○ c. you have one or both hands on your hips (tiene una o ambas manos en sus caderas)

○ d. touch or push the person you are talking to (toca o empuja a la persona con quien está hablando)

○ e. play with your ear, touch your chin, or straighten your hair (juega con su oreja, toca su barbilla, o alisa su ...

4. When you relax, you sit with ... (Al relajarse, usted se sienta con...) *

○ a.your knees neatly bent side by side with your legs (sus rodillas pulcramente dobladas lado a lado con su...

○ b.your legs crossed (sus piernas cruzadas)

○ c. your legs stretched or straight (sus piernas estiradas o rectas)

○ d. one leg bent under you (una pierna doblada debajo de usted)

5. When something really amuses you, you react with a ... (Cuando algo realmente le divierte, usted reacciona con una...) *

○ a. huge appreciative laugh (risa apreciativa enorme)

○ b. a laugh but not a loud one (una risa, pero no una fuerte)

○ c. a quiet chuckle (una risita callada)

○ d. a shy smile (una sonrisa tímida)

6. When you go to a party or social gathering, you ... (Cuando va a una fiesta o reunión social, usted...) *

○ a.Makes a noisy entrance for everyone to notice (hace una entrada ruidosa para que todos lo noten)

○ b.Make a silent entry, glancing around to find someone you know (hace una entrada silenciosa, echando ...

○ c. make a more sneaky entry, trying to go unnoticed (hace la entrada más disimulada, intentando pasar i...

7. You are working hard, concentrating hard and are interrupted. You ... (Usted está trabajando muy duro, concentrándose con fuerza y es interrumpido. Usted...) *

○ a.thank for the rest (agradece el descanso)

○ b.feel extremely irritated (se siente sumamente irritado)

○ c. varies between these two extremes (varía entre estos dos extremos)

8. Which of the following colors do you like best? (¿Cuál de los siguientes colores le gusta más?) *

○ a.red or orange (Rojo o naranja)

○ b.black (negro)

○ c. yellow or light blue (amarillo o celeste)

○ d. green (verde)

○ e. dark blue or purple (azul oscuro o púrpura)

○ f. White (blanco)

○ g. brown or gray (castaño o gris)

9. When you are in bed at night, in those last moments before falling asleep, you are ... (Cuando usted está por la noche en la cama, en esos últimos momentos antes de dormirse, usted está...) *

○ a.stretched out on your back (estirado sobre su espalda)

○ b.stretched out face down on your stomach (estirado boca abajo sobre su estómago)

○ c. sideways, slightly bent (de lado, ligeramente doblado)

○ d. with your head on one arm (con su cabeza sobre un brazo)

○ e. with your head under the covers (con su cabeza bajo las sabanas)

10. You normally dream that you are ...   (Usted a menudo sueña que esta...) *

○ a.falling (cayéndose)

○ b. fighting or spurring (luchando o esforzándose)

○ c. looking for something or someone (buscando a algo o a alguien)

○ d. flying or floating (volando o flotando)

○ e. normally do not dream (normalmente no sueña)

○ f. your dreams are always nice (sus sueños siempre son agradables)

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APPENDIX F

Big Five Personality Test form

Big Five Personality TEST

Thank you for responding the previous survey and helping me on my thesis study, up next is a personality test, this will help you understand why you act the way that you do and how your personality is structured. Circle the number that indicates how much you disagree or agree with each statement. Begin each statement with "I....."

I would really appreciate if you could take the time to answer as accurate as you can to reality.

IF YOU WISH TO GET YOUR RESULTS PLEASE CONTACT WHATS APP +353 0833190117

Sincerely,
Cecilia Romero.

Make up a name to use in both tests.   (Inventa un nombre que se utilizara en ambos tests) *

Texto de respuesta corta

Gender (Genero) *

○ Male (Hombre)

○ Woman (Mujer)

○ Other (Otro)

Age *

○ 18-24

○ 25-34

○ 35-44

○ 45-54

○ >54

Education *

○ Post-graduate (Posgraduado)

○ University (Universidad)

○ Vocational/Technical college (Tecnica)

○ High school (Preparatoria)

○ Middle school (Secundaria)

---

1. Am the life of the party. (Soy el alma de la fiesta) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

2. Feel little concern for others. (Siento poca preocupación por los demás.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

3. Am always prepared. (Siempre estoy preparado.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

4. Get stressed out easily. (Me estreso fácilmente.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

5. Have a rich vocabulary. (Tengo un vocabulario extenso) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

6. Don't talk a lot. (No hablo mucho.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

7. Am interested in people. (Estoy interesado en las personas.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

8. Leave my belongings around. (Deje mis pertenencias alrededor.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

9. Am relaxed most of the time. (Estoy relajado la mayor parte del tiempo.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

10. Have difficulty understanding abstract ideas. (Tengo dificultad para comprender ideas abstractas.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

11. Feel comfortable around people. (Me siento cómodo con las personas.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

12. Insult people. (Insulto a las personas.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

13. Pay attention to details. (Presto atención a los detalles.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

14. Worry about things. (Me preocupo por las cosas.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

15. Have a vivid imagination. (Tengo una imaginación vívida.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

16. Keep myself in the background. (Me mantengo en el fondo.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

17. Sympathize with others' feelings. (Simpatizo con los sentimientos de los demás.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

18. Make a mess of things. (Hagp un desastre de cosas.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

19. Rarely feel blue. (Raramente me siento triste) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

20. Am not interested in abstract ideas. (No estoy interesado en ideas abstractas.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

21. Start conversations. (Inicio conversaciones) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

22. Am not interested in other people's problems. (No estoy interesado en los problemas de otras personas.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

23. Get chores done right away. (Hago las tareas de inmediato.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

24. Am easily disturbed. (Me molestan fácilmente.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

25. Have excellent ideas. (Tengo excelentes ideas.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

26. Have little to say (Tengo poco que decir.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

27. Have a soft heart. (Tengo un corazón suave.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

28. Often forget to put things back in their proper place. (A menudo se me olvida poner las cosas en su lugar.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

29. Get upset easily. (Me enojo fácilmente.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

30. Do not have a good imagination. (No tengo una buena imaginación.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

31. Talk to a lot of different people at parties. (Hablo con muchas personas diferentes en las fiestas.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

32. Am not really interested in others. (No estoy realmente interesado en los demás.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

33. Like order (Me gusta el orden.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

34. Change my mood a lot. (Cambia mucho mi estado de ánimo.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

35. Am quick to understand things. (Soy rápido para entender las cosas.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

36. Don't like to draw attention to myself. (No me gusta llamar la atención) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

37. Take time out for others. (Tomo un tiempo para los demás.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

38. Shirk my duties. (Eludo mis deberes.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

39. Have frequent mood swings. (Tengo cambios de humor frecuentes.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

40. Use difficult words. (Usa palabras complejas) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

41. Don't mind being the center of attention. (No me importa ser el centro de atención.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

42. Feel others' emotions. (Siento las emociones de los demás.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

43. Follow a schedule. (Sigo un horario.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

44. Get irritated easily. (Me irrito fácilmente.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

45. Spend time reflecting on things. (Paso tiempo reflexionando sobre las cosas.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

46. Am quiet around strangers. (Estoy tranquilo con los extraños.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

47. Make people feel at ease. (Hago que la gente se sienta a gusto.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

48. Am exacting in my work. (Soy exigente en mi trabajo.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

49. Often feel blue. (A menudo me siento triste) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)

50. Am full of ideas. (Estoy lleno de ideas.) *

	1	2	3	4	5	
DISAGREE (No de acuerdo)	○	○	○	○	○	AGREE (De acuerdo)