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Everyday Diplomacy

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Propositions accompanying the doctoral thesis

“Everyday Diplomacy:
Dealing with controversy online and face-to-face”

By Carla Anne Roos

1. Online, even small disagreements can escalate, but offline, even big disagreements can remain hidden in a fog of words (this dissertation)
2. Online interactions are poorly suited to everyday diplomacy (this dissertation)
3. Media Richness Theory has been falsified: In controversial discussions, mutual understanding is reached through ambiguity, not clarity (this dissertation)
4. Feeling heard is not only about the behavior of the listener, but also about the perceptions of the speaker and their relationship (this dissertation)
5. Our sense of “us” determines the point of departure, the process and the outcome of our interaction
6. We can explain differing interaction outcomes *between* media by looking closely at the social dynamics *within* media
7. A community without dialogue, in which everybody broadcasts their opinion, comes across as a polarized community
8. Interventions aimed at improving online social regulation need not only focus on technological fixes but should also take personal goals and social norms into account
9. “Riots are the language of the unheard” (Martin Luther King, Jr.)
10. The seeds for societal polarization might be sown on a micro-level, unknowingly, unintentionally
11. “Everything you can imagine is real” (Pablo Picasso)
12. Art enriches science