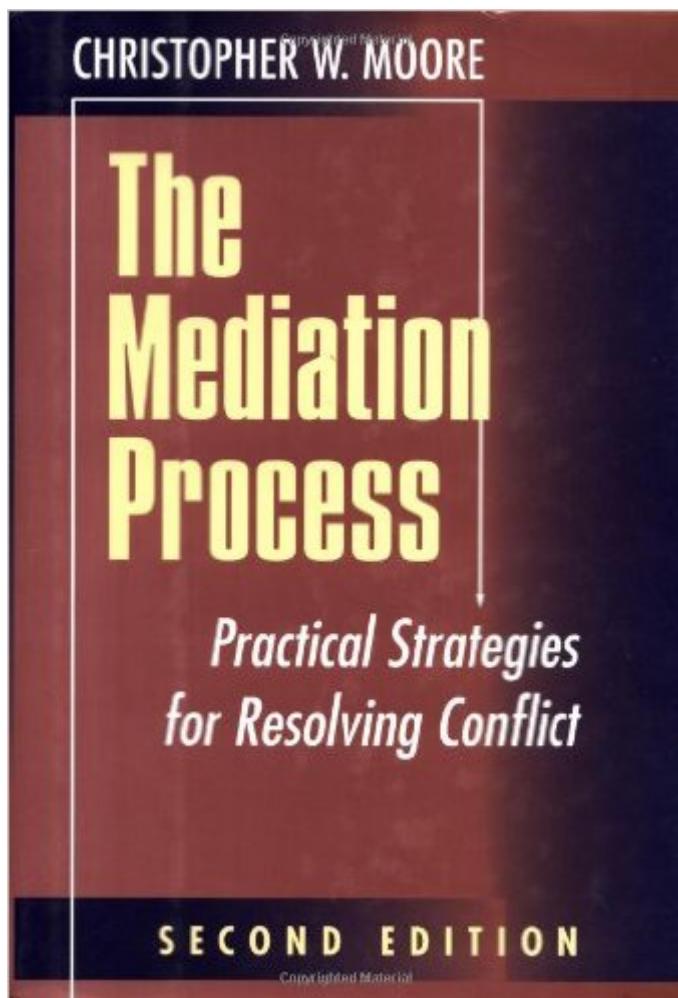


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# The Mediation Process: Practical Strategies For Resolving Conflict (Jossey-Bass Conflict Resolution)



## **Synopsis**

Winning Techniques for Every Situation In this long-awaited, expanded edition, mediation Expert Christopher Moore presents a detailed, step-by-step account of how to use mediation to resolve conflicts of all kinds. Packed with real-life examples, it illustrates how to resolve even the most difficult disputes, showing what to do when strong emotions are involved, communication is poor, hidden agendas sidetrack negotiations, and deadlocks occur. Addresses some of the day's most pressing mediation issues involving commercial, legal, family, divorce, labor/management, discrimination, home/school, multiethnic, and community disputes, as well as international negotiation. \*An Instructor's Manual is available free of charge upon written request.

## **Book Information**

Series: Jossey-Bass Conflict Resolution

Hardcover: 464 pages

Publisher: Jossey-Bass; 2 edition (May 24, 1996)

Language: English

ISBN-10: 0787902489

ISBN-13: 978-0787902483

Product Dimensions: 6.3 x 1.4 x 9.4 inches

Shipping Weight: 1.6 pounds

Average Customer Review: 4.4 out of 5 starsÂ  See all reviewsÂ  (36 customer reviews)

Best Sellers Rank: #664,399 in Books (See Top 100 in Books) #47 inÂ  Books > Law > Rules & Procedures > Alternative Dispute Resolution #507 inÂ  Books > Textbooks > Business & Finance > Entrepreneurship #524 inÂ  Books > Textbooks > Business & Finance > Business Communication

## **Customer Reviews**

I'm a full time mediator and I also do a fair amount of mediation training. When I teach a mediation course at the university level, this is the book I use as the textbook. It's the most thorough and thoughtful work on mediation, mediation history, and how mediation works. It's the backbone of every training program I've attended as well as my own trainings. It's long and not for the casual reader, but it's a terrific value and very complete. If I had to recommend one book on mediation, this is it.

As a beginning mediator, I found this book very detailed and theoretical. I am sure that I will return to it again and again as I gain experience. I found "Basic Skills for the New Mediator (2d edition)" by

Allan H. Goodman to provide a quicker and more practical overview. When used together, I believe both books are a good basis for the practicing mediator.

Very good book that goes into a lot of detail and is suitable for a college class on mediation. This book goes very in depth and will take you awhile to read, but it has a lot of good information. If you are a new mediator and want an easy well written, short book to help you get started, pick up a copy of judge Goodman's book, "Basic Skills for the New mediator". I give a copy of his book to all the new folks I train that want to be mediators.

Excellent read. I needed this book for class and I loved reading it. It has helped me so much in learning how to mediate disputes and the overall process involved in it. I would recommend it to anyone in the field of Conflict Analysis and Resolution, attorneys, HR professionals, and all educators!

This book is an excellent resource for mediators, whether professional or practicing on their 'day job'. Written in a practical and easy to read manner, it covers both the concept and the practice of mediating.

Thirty years ago, Chris Moore published the first edition of *The Mediation Process*. It was a groundbreaking event in the history of conflict intervention in general and mediation in particular. This was the first comprehensive, useful, and very readable roadmap through how to approach the art of mediation. But more than that, it was a guide that was grounded in theory, practice, research, and cross cultural sensitivities. As such it was broadly hailed as *the Bible of mediation practice*. And now, with the publication of the 4th edition, *The Mediation Process* maintains and expands its magic. Incorporating the latest research and the thinking of a wide range of conflict theorists and practitioners, *The Mediation Process*, 4th Edition, continues to present the most comprehensive approach to mediation available today. But over the past thirty years, Moore has worked in over 50 countries, including many of the most seriously conflict societies on our planet (e.g., Afghanistan, Myanmar, Lebanon, Sudan, Ethiopia, Sri Lanka, Democratic Republic of Congo, Palestine, Moldova, Liberia, South Africa and the list goes on), and he has offered his services to very diverse populations throughout North America as well. Moore has worked on everything from intense interpersonal disputes to large scale public conflicts. As a result his approach to mediation is presented with a wonderful sensitivity to its cross cultural ramifications and the broad range of

approaches that are applicable to widely different concepts. As the first edition was thirty years ago, this is essential reading for anyone interested in conflict, conflict resolution, peacebuilding, and conflict engagement practice.

Overall I think this is a very good mediation book. I wish I could've given it 5 stars, but the structure was painful to read. The sentences are super long, by the time you get to the end of the sentence you forget what the heck the subject was. So, although it's informative the structure could be better...quick and dirty is what we like!!

This is a MUST have for any mediator....has great tips and hints to help you navigate through the total mediation process.... as well as solid examples of the all the needed paperwork. Best book on the subject I have found so far.

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