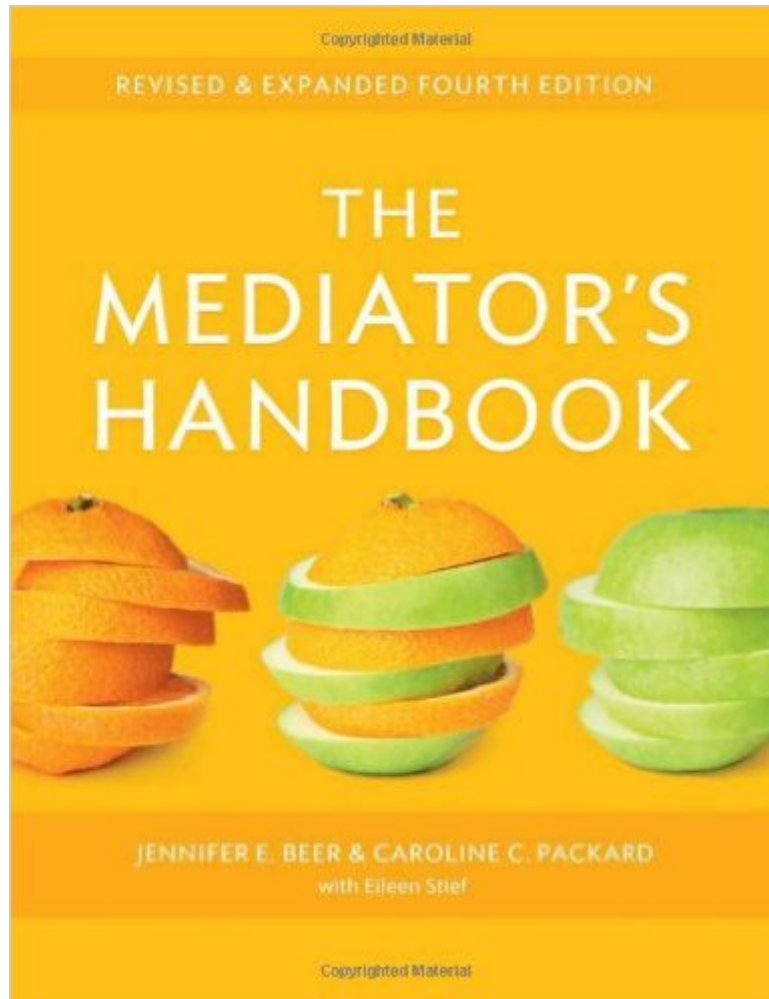


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# The Mediator's Handbook: Revised & Expanded Fourth Edition



## Synopsis

The popular *The Mediator's Handbook* presents a time-tested, adaptable model for helping people work through conflict. Extensively revised to incorporate recent practice and thinking, the accessible manual format lays out a clear structure for new and occasional mediators while offering a detailed, nuanced resource for professionals. Starting with a new chapter on assessing conflict and bringing people to the table, the first section explains the process step by step, from opening conversations and exploring the situation through the phases of finding resolution; deciding on topics, reviewing options, and testing agreements. The "Toolbox" section details the concepts and skills a mediator needs in order to: Understand the conflict Support the people Facilitate the process Guide decision-making Throughout the book the emphasis is on what the mediator can do or say now, and on the underlying principles and core methods that can help the mediator make wise choices. Long a popular course textbook for high schools, universities, and training programs, *The Mediator's Handbook* is also a valued desk reference for professional mediators and a practical guide for managers, organizers, teachers, and anyone working with clients, customers, volunteers, committees, or teams. Jennifer E. Beer, PhD, mediates organizational conflicts, facilitates meetings, and offers related workshops, regularly teaching a negotiation course at Wharton (University of Pennsylvania). Caroline C. Packard, JD led Friends Conflict Resolution Programs for fifteen years and is an organizational conflict response specialist and mediator based in Philadelphia, Pennsylvania. Eileen Stief developed the mediation process presented in the Handbook, training a generation of mediators to work with community, multi-party, and environmental disputes.

## Book Information

Paperback: 194 pages

Publisher: New Society Publishers; 4th edition (November 13, 2012)

Language: English

ISBN-10: 0865717222

ISBN-13: 978-0865717220

Product Dimensions: 8.3 x 0.6 x 10.8 inches

Shipping Weight: 1.2 pounds (View shipping rates and policies)

Average Customer Review: 4.2 out of 5 stars Â Â See all reviews Â (22 customer reviews)

Best Sellers Rank: #169,688 in Books (See Top 100 in Books) #19 in Â Books > Law > Business > Arbitration, Negotiation & Mediation #58 in Â Books > Business & Money > Human Resources > Conflict Resolution & Mediation #190 in Â Books > Business & Money > Management &

## Customer Reviews

I own a nanny agency and am often called in to mediate interpersonal issues between nannies I place and their employers, my clients. I have no official training in mediation but wanted to have a documented process to add to my tool kit. This book very clearly explains the art of mediation and prepares even a novice like me to be an impartial third party who can mediate in highly emotional and stressful relationships. I feel empowered thanks to this excellent publication!

The Mediator's Handbook is my go to resource for mediation, facilitation, and difficult conversations. It's one of the best training manuals I've come across! Designed for the beginner and experienced mediator. The Handbook provides a practical approach to the mediation process rich with strategies, techniques, and specific examples.

As a professional mediation trainer and mediator I utilize this book in my basic mediation class. It is an easy read and very informative

just a great read and very much to the point, no waffle, you get what you need. Well done to all concerned. Cheers

This book is organized, succinct and easy to read. I was able to quickly discern the high points the first time through.

A professor required us to have this book during class, and we all gave a collective groan when we saw the length. It's big, and we figured that meant a lot of reading. We were wrong. The book is in very large print, and has a lot of cartoons and illustrations. It reminds me a lot of language books for elementary schools. To use this in a graduate level class was almost a bit insulting. We got through it fast, some reading the entire book during the weekend. No one had any issues with it. There were no page numbers as someone stated, but we were assigned chapters and not pages. The content itself was decent, but nothing that blew me away. It helped with how to set up a mediation which is what's required from the course I took. It guided you through the steps well. But the entire book was how to do the mediation, and not really why it's important, how to deal with difficulties, etc. It was useful, but by no means would I willingly have purchased it.

The Mediator's Handbook is very useful. However, why is some of the information in the book more useful and workable than other parts? The definition of mediation is simply: intervention in a dispute in order to resolve it. In other words, resolution of conflict. I recommend this book, at least those parts of it that are based upon the laws of war of Sun Tzu found in Sun Tzu: The Technology of War. I refer to those chapters on "Understanding the Conflict" and "Solving the problem." The authors themselves may or may not know why parts of the book are more consistently efficacious of result than others. I doubt they can actually cite the laws of war which make some of the book quite productive of a result. This is not to fault them in the least. So, if you wish to use this book use it in conjunction with the translation of Sun Tzu referenced earlier. I have found the two together work together well and will assist greatly in understanding why something works and why some things do not.

Excellent resource to learn more about mediation. Glad I purchased it. Practical information, easy to understand and apply successfully. Terrific value.

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