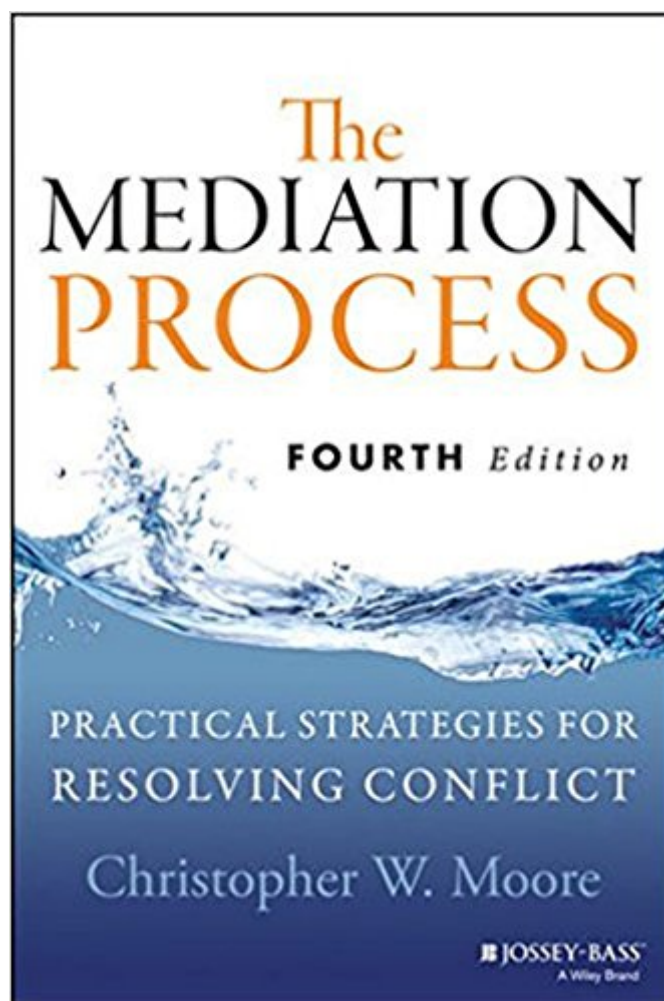


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# The Mediation Process: Practical Strategies For Resolving Conflict



## Synopsis

The Fourth Edition of a seminal work in the field of mediation and conflict resolution For almost thirty years, conflict resolution practitioners, faculty, and students have depended on The Mediation Process as the all-inclusive guide to the discipline. The most comprehensive book written on mediation, this text is perfect for new and experienced conflict managers working in any area of dispute resolution—family, community, employment, business, environmental, public policy multicultural, or international. This is the expert's guide, and the Fourth Edition has been expanded and revised to keep pace with developments in the field. It includes new resources that will promote excellence in mediation and help disputants reach durable agreements and enhance their working relationships. Includes expanded information on the latest approaches for providing mediation assistance Features comprehensive guidelines for selecting the right strategy for both common and unique problems Utilizes updated, contemporary case studies of all types of disputes Offers expanded coverage of the growing field and practice of intercultural and international mediation

## Book Information

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## Customer Reviews

The classic mediation text, updated For almost 30 years, conflict resolution practitioners, faculty, and students have depended on The Mediation Process as the all-inclusive guide to the discipline. The most comprehensive book written on mediation, this text is perfect for new and experienced conflict managers working in any area of dispute resolution - family, community, employment, business, environmental, public policy, multicultural, or international. This is the expert's guide, and the Fourth Edition has been expanded and revised to keep pace with developments in the field. It includes new resources that will promote excellence in mediation and help disputants

reach durable agreements and enhance their working relationships. Expanded information on the latest approaches for providing mediation assistance Comprehensive guidelines for selecting the right strategy for both common and unique problems Updated, contemporary case studies of all types of disputes More on the growing field and practice of intercultural and international mediation Praise for *The Mediation Process* – “A classic in the field. Clear, practical, sensible advice invaluable to novices and professionals alike. I recommend it highly!” – William Ury, coauthor, *Getting to Yes* and author, *The Third Side* – “Recently updated, *The Mediation Process* continues to be the best book ever written about mediation.” – Margaret L. Shaw, mediator at JAMS; adjunct law professor, NYU Law School – “The latest version of Moore’s classic book includes a much more in-depth look at the evolution and cultural understanding of mediation. This should be on the bookshelf of every trainer, teacher, and practitioner in the field of mediation.” – John-Paul Lederach, professor of international peacebuilding, Joan B. Kroc Institute of International Peace Studies, University of Notre Dame – “Chris Moore illustrates all theoretical frameworks with examples from his own masterful, diverse, and international mediation practice. This is the essential book for mediation teachers, students, and practitioners.” – Carrie Menkel-Meadow, professor of law and director, Georgetown-Hewlett Program in Conflict Resolution and Problem Solving, Georgetown University Law Center

CHRISTOPHER W. MOORE, Ph.D., was trained as a mediator by the U.S. Federal Mediation and Conciliation Service (1979) and the American Arbitration Association (1976). He has worked as a mediator, facilitator, and consultant in over 50 countries and has extensive experience developing dispute resolution systems. He is the coauthor of *The Handbook of Global and Multicultural Negotiation* and *A Guide to Designing and Implementing Grievance Mechanisms for Development Projects*, in addition to numerous journal articles and manuscripts on dispute resolution.

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!

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!!

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.

A must and easy to read book for negotiators and mediators. The mediation process thoroughly described and explained with examples and theory.

A most comprehensive and easily understandable account of all aspects of mediation. It deals with the practice of mediation not merely in the West but in diverse cultures. May well be the very best book on the subject.

Fantastic book that helped me find that this is a skill at which I want to be stronger. I will be referencing this for years to come, both in my personal and professional lives.

Very good. great for managers as well.

This is a really good book, but I couldn't get past its redundancy. I hope the authors change this the next edition. The long reads get boring and lose your attention.

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