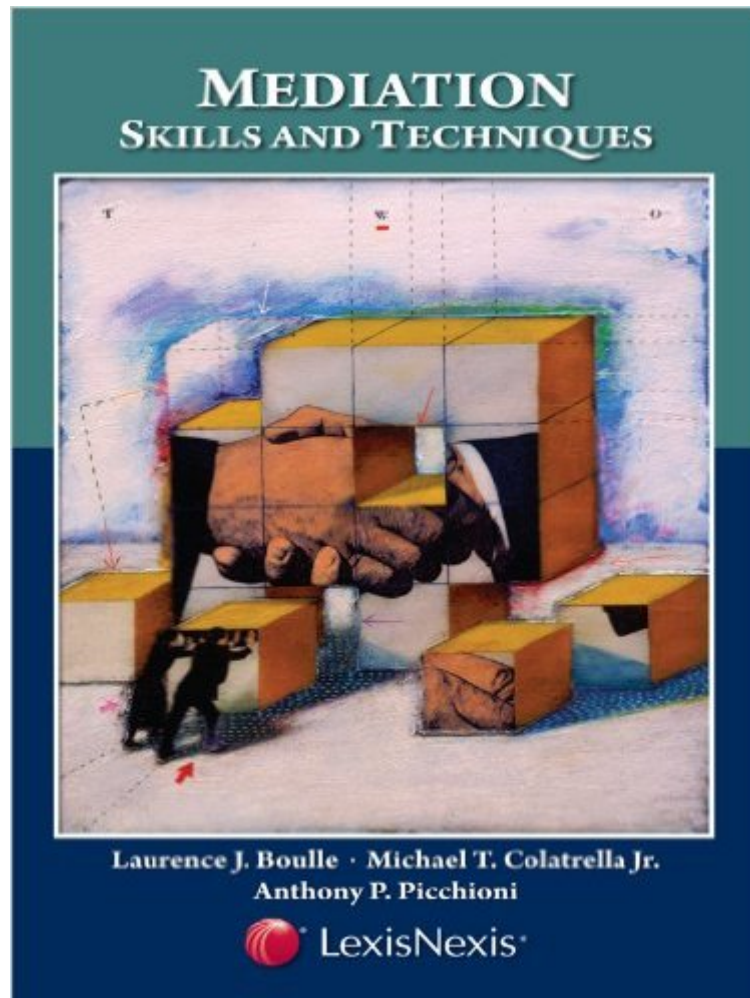


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# Mediation: Skills And Techniques



## Synopsis

This is an essential and comprehensive addition to the professional library of all mediators. It provides a thorough course of study of the mediation process, from convening the mediation to formalizing the settlement agreement. The book adopts an interdisciplinary approach to mediation, integrating knowledge and expertise from law, psychology, and sociology. Practical examples and case studies are used to illustrate the skills and techniques necessary to become an effective mediator. Bolstered with scientific research, the content of the book goes far beyond the scope of most other mediation books with its extensive consideration of the dynamics of interpersonal conflict and negotiation techniques that set high-quality mediators apart from the crowd. Additional helpful practical advice about cultivating a successful mediation practice is provided, including a survey of careers in mediation, tips on marketing, and appendices with useful forms and worksheets. All mediators and students of mediation will find sound and applicable guidance in this book, regardless of their experience level, background, education, or field of practice. This book answers the call for the systematic preparation of forward thinking mediation professionals who seek to be on the vanguard of this rapidly expanding and evolving field. Coverage includes:

- Ch. 1: Introduction to Learning Mediation Skills and Techniques
- Ch. 2: Establishing the Foundation: Introductions, Intake, Screening & Preparation
- Ch. 3: Maintaining a Favorable Climate
- Ch. 4: Managing the Mediation Process
- Ch. 5: Assisting the Communication Process
- Ch. 6: Managing Conflict from Crisis to Opportunity
- Ch. 7: Facilitating the Negotiations
- Ch. 8: Encouraging Settlement
- Ch. 9: Variations in the Mediation Process
- Ch. 10: Special Issues in Mediation
- Ch. 11: Avoiding Mediator Traps
- Ch. 12: Becoming a Mediator, Careers in Mediation, and Establishing a Private Mediation Practice

## Book Information

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## Customer Reviews

For those of you looking to get into mediation, this book is the best place to start and in many cases used in most certificate programs for mediation. I believe one of the best parts about this book is that it is available on the Kindle for immediate download. However, when discussing this book there are so many helpful points from dealing with easy to complex mediation situations. All the key models to learn and theories are in this book. The author spends a good amount of time expressing the importance of preserving relationships, which is a beneficial key aspect of mediation.

It has a good outline of subject matter indicating what is needed of the mediator and what one should expect from the mediator.

Very helpful as well as useful in my studies

This is a great book that provides a breadth of knowledge for those persons interested in mediation. I took a law school course on mediation, and this book was right on the money. Mediation is a learned skill, and this book was helpful. I decided to keep mine once the class was over. I'd recommend this book for those interested in gaining a better understanding on Mediation, and the skills that are necessary to succeed. I also watched a mediator live in action, and he utilized so many techniques discussed in this book. It was impressive.

Very educational and informative. Well written and easy to implement tools and skills outlined.

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