



# **The Promise of Mediation: Responding to Conflict Through Empowerment and Recognition (Jossey-Bass Conflict Resolution)**

*Robert A. Baruch Bush, Joseph P. Folger*

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**Bring a fresh approach to the bargaining table**

Tap the transformative potential of mediation and discover the full promise of the mediation process. In this insightful work, the authors present an alternative theoretical framework that affords a deeper understanding of conflict and mediation -- one based on respect for personal strength and compassion for others. Drawing on their own experience and a wide body of research, they offer mediation practitioners, administrators, policy makers, and researchers a new and useful perspective on how mediation is currently practiced, how it could be structured to accomplish more, and how to refine the process for future application.

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