



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

Christopher W. Moore

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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.

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