

## The Mediators Handbook Revised Expanded Fourth Edition

*This workbook is designed for basic mediation training. Authors Scott Hughes, Mark Bennett, and Michele Hermann take NITA’s performance-based training for trial lawyers and adapt it to training for mediators. The authors have used these materials extensively in their mediation training classes at law schools and in programs open to the public. The Art of Mediation, Second Edition, sets the mediation process in context, provides basic definitions, contrasts mediation with other forms of dispute resolution, describes varieties of mediation, and lays out roles and functions of the mediators. The book contains forms that illustrate sample agreements to mediate and final mediation agreements, plus a section containing hypothetical situations for performance training. Reviews “I have used the first edition of The Art of Mediation in my classes for almost a decade and I definitely intend to use the Second Edition in the future. Students like the book because it is so practical and easy to read. I like it because it presents a variety of perspectives so that students learn that there is no one right or easy way to mediate.”* — John Lande, Associate Professor and Director, LL.M. Program in Dispute Resolution, University of Missouri-Columbia School of Law Columbia

*The award-winning first edition of The Promise of Mediation, published ten years ago, is a landmark classic that changed the field’s understanding of the theory and practice of conflict intervention. That volume first articulated the “transformative model” of mediation, which greatly humanized the vision of how the mediation process could help parties in conflict. In the past decade, the transformative model has proved itself and gained increasing acceptance. It is now being used in such diverse arenas as workplace, community, family, organizational, and public policy conflicts, among others. In this new edition, the authors draw on a decade of work in theory development, training, practice, research, and assessment to present a thoroughly revised and updated account of the transformative model of mediation and its practical application, including a compelling description of the transformative model a new and clearer presentation of the theory and practices of transformative mediation, with many concrete examples a new case study that provides a vivid picture of the model in practice, with a commentary full of new information about how to use it effectively clarifications of common misconceptions about the model a vision for the future that shows how the model can coexist with other approaches and where the “market” for transformative mediation is emerging This volume is a foundational resource on transformative practice, for both readers of the first edition and new readers - including mediators, facilitators, lawyers, administrators, human resource professionals, policymakers, and conflict resolution researchers and educators. More generally, this book will strike a chord with anyone interested in humanizing our social institutions and building on a relational vision of society.*

*The Model Rules of Professional Conduct provides an up-to-date resource for information on legal ethics. Federal, state and local courts in all jurisdictions look to the Rules for guidance in solving lawyer malpractice cases, disciplinary actions, disqualification issues, sanctions questions and much more. In this volume, black-letter Rules of Professional Conduct are followed by numbered Comments that explain each Rule’s purpose and provide suggestions for its practical application. The Rules will help you identify proper conduct in a variety of given situations, review those instances where discretionary action is possible, and define the nature of the relationship between you and your clients, colleagues and the courts.*

*The Handbook of Mediation gathers leading experts across fields related to peace, justice, human rights, and conflict resolution to explore ways that mediation can be applied to a range of spectrums, including new age settings, relationships, organizations, institutions, communities, environmental conflicts, and intercultural and international conflicts. The text is informed by cogent theory, state-of-the-art research, and best practices to provide the reader with a well-rounded understanding of mediation practice in contemporary times. Based on four signature themes—contexts; skills and competencies; applications; and recommendations—the handbook provides theoretical, applicable, and practical insight into a variety of key approaches to mediation. Authors consider modern conflict on a local and global scale, emphasizing the importance of identifying effective strategies, foundations, and methods to shape the nature of a mediation mindfully and effectively. With a variety of interdisciplinary perspectives, the text complements the development of the reader’s competencies and understanding of mediation in order to contribute to the advancement of the mediation field. With a conversational tone that will welcome readers, this comprehensive book is essential reading for students and professionals wanting to learn a wide range of potential interventions for conflict.*

*The Mediator’s Handbook*

*Causal Inference for Observational and Experimental Data*

*Skills and Strategies for Practitioners*

*Advanced Negotiation and Mediation, Theory and Practice*

*Advanced Practice Guide for Civil Litigation*

*The Mediator’s Toolkit*

*A Guide to Shaping Shared Solutions, Revised and Expanded Edition*

**Making Mediation Your Day Job is the definitive guide for any mediator operating or even considering a private practice. Tammy Lenski, Ed.D. demonstrates how proven marketing techniques can help you create a mediation practice with minimum stress and maximum success. Lenski is a full-time mediator who has maintained a thriving practice for more than a decade. She explains in careful detail how common mediation concepts including interests, framing, and dialogue-building can be applied not just at the mediation table but also in marketing and promoting yourself successfully in a fascinating and growing field. In this in-depth and thoughtful guide, Lenski delivers all the steps necessary to build and market a successful private practice in mediation, such as how to: Choose a market that speaks to your passion Uncover and meet your market’s greatest needs and interests Build dialogue with potential clients Leverage the Internet to expand your networking opportunities Lenski’s time-tested principles and encouragement will help mediators embrace marketing with renewed energy, rather than trepidation. It proves that mediators can use their own knowledge of mediation process and principles to market their services in an ethical, effective manner.**

**"This second edition of [this title] encompasses stories from around the world. The writers (24 top international mediators) were asked to write about moving, successful, unsuccessful, happy, sad and funny mediations...From these...stories, mediators will learn how to help clients find positive outcomes to conflict resolution."--**

**In the early hours of April 22, 1914, American President Woodrow Wilson sent Marines to seize the port of Veracruz in an attempt to alter the course of the Mexican Revolution. As a result, the United States seemed on the brink of war with Mexico. An international uproar ensued. The governments of Argentina, Brazil, and Chile offered to mediate a peaceful resolution to the crisis. Surprisingly, both the United States and Mexico accepted their offer and all parties agreed to meet at an international peace conference in Niagara Falls, Ontario. For Canadians, the conference provided an unexpected spectacle on their doorstep, combining high diplomacy and low intrigue around the gardens and cataracts of Canada's most famous natural attraction. For the diplomats involved, it proved to be an ephemeral high point in the nascent pan-American movement. After it ended, the conference dropped out of historical memory. This is the first full account of the Niagara Falls Peace Conference to be published in North America since 1914. The author carefully reconstructs what happened at Niagara Falls, examining its historical significance for Canada's relationship with the Americas. From this almost forgotten event he draws important lessons on the conduct of international mediation and the perils of middle-power diplomacy.**

**Current conceptions of mediation can often fail to capture the complexity and intricacy of modern conflicts. This Research Handbook addresses this problem by presenting the leading expert opinions on international mediation, examining how international mediation practices, mechanisms and institutions should adapt to the changing characteristics of contemporary international crises.**

**Bioethics Mediation**

**The Forgotten Peace**

**The Definitive Guide to Workplace Mediation and Managing Conflict at Work**

**The Transformative Approach to Conflict**

**The Promise of Mediation**

**A Regression-Based Approach**

**A Guide for Mediators, Advocates, Advisers, Lawyers and Students in Civil, Commercial, Business, Property, Workplace, and Employment Cases**

*The Mediator’s Handbook provides a time-tested, flexible model for effective mediation in diverse environments and situations. Completely revised, this new, expanded edition provides a clear overview of mediation and conflict; a large "Toolbox" section that details the skills and approaches used by professional mediators; and a final section that looks at informal mediation. A valuable resource for all working in corporations, government agencies, community organizations and schools.*

*Experienced mediators take you step-by-step through the mediation process, offering strategies to apply in particular contexts and valuable tips to help develop and enhance skills. This highly practical approach reflects in checklists, comments and casenotes throughout including shuttle negotiation and mediation.*

*Written in a user-friendly style, the book is intended for lawyers and businesspersons alike and provides invaluable and straightforward understanding of key suitability, preparation and advocacy issues in mediation.*

*Praise for Handbook of Global and Multicultural Negotiation "In today's globalized world, few competencies are as essential as the ability to negotiate across cultures. In this insightful and practical book, Chris Moore and Peter Woodrow draw on their extensive global experience to help us understand the intricacies of seeking to reach intercultural agreements and show us how to get to a wise yes. I recommend it highly!" William Ury coauthor, Getting to Yes, and author, The Power of a Positive No "Rich in the experience of the authors and the lessons they share, we learn that culture is more than our clothing, rituals, and food. It is the way we arrange time, space, language, manners, and meaning. This book teaches us to understand our own culture so we are open to the other and gives us practical strategies to coordinate our cultural approaches to negotiations and reach sustainable agreements." Meg Taylor compliance advisor/ombudsman of the World Bank Group and former ambassador of Papua New Guinea to the United States of America and Mexico "In a globalized multicultural world, everyone from the president of the United States to the leaders of the Taliban, from the CEO of Mittal Steel to the steelworkers in South Africa, needs to read this book. Chris Moore and Peter Woodrow have used their global experience and invented the definitive tool for communication in the twenty-first century!" Vasu Gounden founder and executive director, ACCORD, South Africa "Filled with practical advice and informed by sound research, the Handbook of Global and Multicultural Negotiation brings into one location an extraordinary and comprehensive set of resources for navigating conflict and negotiation in our multicultural world. More important, the authors speak from decades of experience, providing the best book on the topic to date—a gift to scholars and practitioners alike." John Paul Lederach Professor of International Peacebuilding, Kroc Institute, University of Notre Dame*

*The Art of Mediation*

*Making Mediation Your Day Job*

*The Mediation Process*

*Methods for Mediation and Interaction*

*Beyond Neutrality*

*Dispute Resolution in China*

*The Dance of Opposites*

*This book is intended as an easily accessible desktop resource for lawyers who regularly counsel businesses when negotiating international deals, and for those who represent the same clients in achieving a successful resolution when disputes emerge. The text is divided into chapters that follow the life cycle of an international commercial dispute as seen through the eyes of the parties, from when they agree how to resolve disputes in their contracts to the endgame of enforcement. Additionally, the appendices include a number of model submissions for further reference.--Provided by publisher.*

*What can a mediator do when negotiations stall? How can a mediator help participants reach the finish line? How should a mediator best respond when the parties confess that they are too far apart to settle? Is there anything a mediator can do to help the high-conflict litigant achieve resolution of his emotional case?*

*"A comprehensive book on methods for mediation and interaction. The only book to approach this topic from the perspective of causal inference. Numerous software tools provided. Easy-to-read and accessible. Examples drawn from diverse fields. An essential reference for anyone conducting empirical research in the biomedical or social sciences"--*

*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.*

*Research, theory, and practice*

*50 Essential Tools for the Advanced Practitioner*

*Stories Mediators Tell*

*Mediation Theory and Practice*

*Explorations in Mediation, Dialogue and Conflict Resolution Systems*

*Mediating with Families*

*How the Personal Qualities of the Mediator Impact the Process of Conflict Resolution*

**The field of mediation has expanded dramatically since Friends Conflict Resolution Programs published the original Mediator Handbook in 1982, the first how-to mediation manual available to the public. Since then, mediation has evolved from an alternative approach to conflict resolution for community activists to a process that has become part of our everyday landscape. Continuously in print for fifteen years, The Mediator’s Handbook provides a time-tested, flexible model for effective mediation in diverse environments and situations. Completely revised, the new edition provides a clear overview of mediation and conflict; a section that walks through each step in the mediation process; a large Toolbox section that details the skills and approaches used by professional mediators; and a final section that looks at informal mediation.**

**Lauded for its easy-to-understand, conversational discussion of the fundamentals of mediation, moderation, and conditional process analysis, this book has been fully revised with 50% new content, including sections on working with multicategorical antecedent variables, the use of PROCESS version 3 for SPSS and SAS for model estimation, and annotated PROCESS v3 outputs. Using the principles of ordinary least squares regression, Andrew F. Hayes carefully explains procedures for testing hypotheses about the conditions under and the mechanisms by which causal effects operate, as well as the moderation of such mechanisms. Hayes shows how to estimate and interpret direct, indirect, and conditional effects; probe and visualize interactions; test questions about moderated mediation; and report different types of analyses. Data for all the examples are available on the companion website (www.afhayes.com), along with links to download PROCESS. New to This Edition \*Chapters on using each type of analysis with multicategorical antecedent variables. \*Example analyses using PROCESS v3, with annotated outputs throughout the book. \*More tips and advice, including new or revised discussions of formally testing moderation of a mechanism using the index of moderated mediation; effect size in mediation analysis; comparing conditional effects in models with more than one moderator; using R code for visualizing interactions; distinguishing between testing interaction and probing it; and more. \*Rewritten Appendix A, which provides the only documentation of PROCESS v3, including 13 new preprogrammed models that combine moderation with serial mediation or parallel and serial mediation. \*Appendix B, describing how to create customized models in PROCESS v3 or edit preprogrammed models.**

**"The 3rd edition of this essential title continues its significant role in providing a substantial resource for practitioners, anchoring their work in best practice, standards and ethics." – From the Foreword to the 3rd Edition, by Professor Hilary Astor Mediating with Families 4th edition provides unique insights into the theory and practice of mediation in Australia. It considers the variety and diversity of family relationships, such as those between same-sex, de facto and married couples, parents and adolescents, extended family relationships, siblings and their elderly parents.**

**This volume addresses exclusively the most important factor in successful dispute resolution: the personal qualities of the conflict resolution professional, the mediator, arbitrator, neutral, organizational consultant, or therapist who must intervene inany kind of problem at work or at home.**

**A Practical Guide**

**Revised & Expanded fourth edition**

**International Arbitration and Mediation**

**Bringing Peace Into the Room**

**How to Market Your ADR Business Using Mediation Principles You Already Know**

**A Realistic Integrated Approach**

**Confronting the Crisis in Conflict Resolution**

The statistics profession is at a unique point in history. The need for valid statistical tools is greater than ever; data sets are massive, often measuring hundreds of thousands of measurements for a single subject. The field is ready to move towards clear objective benchmarks under which tools can be evaluated. Targeted learning allows (1) the full generalization and utilization of cross-validation as an estimator selection tool so that the subjective choices made by humans are now made by the machine, and (2) targeting the fitting of the probability distribution of the data toward the target parameter representing the scientific question of interest. This book is aimed at both statisticians and applied researchers interested in causal inference and general effect estimation for observational and experimental data. Part I is an accessible introduction to super learning and the targeted maximum likelihood estimator, including related concepts necessary to understand and apply these methods. Parts II-IX handle complex data structures and topics applied researchers will immediately recognize from their own research, including time-to-event outcomes, direct and indirect effects, positivity violations, case-control studies, censored data, longitudinal data, and genomic studies.

Since it was first published in 1986, " The Mediation Process "has become a landmark resource for mediation practitioners, trainers, students, and professionals in corporate, legal, health care, education, and governmental arenas. This thoroughly revised and expanded third edition has been updated to include coverage of the most contemporary issues in mediation practice and to provide updated bibliographical resources.

Mediation Theory and Practice, Third Edition introduces you to the process of mediation by using practical examples that show you how to better manage conflicts and resolve disputes. Authors Suzanne McCorkle and Melanie J. Reese help you to understand the research and theory that underlie mediation, as well as provide you with the foundational skills a mediator must possess in any context, including issue

identification, setting the agenda for negotiation, problem solving, settlement, and closure. New to the Third Edition: Expanded content on the role of evaluative mediation reflects the latest changes to the alternative dispute resolution field, helping you to distinguish between various approaches to mediation. Additional discussions around careers in conflict management familiarize you with employment opportunities for mediators, standards of professional conduct, and professional mediator competencies. New activities and case studies throughout each chapter assist you in developing their mediation competency.

In this new, updated edition of *Advanced Negotiation and Mediation Theory and Practice*, Paul Zwiw and Thomas Guernsey present a strategic planning and integrated systematic approach to negotiation, which recognizes that both adversarial and problem-solving strategies have distinct advantages and that lawyers need to combine styles and strategies to achieve the best results for their clients. Zwiw and Guernsey provide attorneys with an outline to plan and implement effective negotiation techniques, using up-to-date situations throughout the book to demonstrate how understanding negotiation theory and practice can help them partner with their clients to make better strategic use of negotiation. The authors break down the counseling process into stages and show what information the client needs to make an informed decision. They then suggest and give examples of the techniques and skills that might be used to implement that decision in a negotiation and or mediation setting.

Practical Strategies for Resolving Conflict

Mediation of Construction Disputes

Targeted Learning

Model Rules of Professional Conduct

Explanation in Causal Inference

Litigation, Arbitration, Mediation and their Interactions

Practical Mediation

*Mediation is a process that can be used to resolve conflict in many different dispute contexts. This book focuses on the essential skills and strategies needed by any mediator to be successful in their work. Tony Whatling draws on his extensive experience in the field of mediation to explain the range of skills and strategies that are commonly used, as well as why you would use different skills and when they are best employed. The author shows how, by adopting these techniques, a mediator can manage challenging conflicts. It features the use of questioning skills and how they can be used effectively, as well as how to deal with high emotion and negative responses. This book is essential for anyone who wants to improve their mediation skills, whether as a trainee, novice or experienced professional.*

*In this thought-provoking, passionately written book, Bernard Mayer—an internationally acclaimed leader in the field—dares practitioners to ask the hard questions about alternative dispute resolution. What’s wrong with conflict resolution? Why aren’t more individuals and organizations using conflict resolution when they have a problem? Why doesn’t the public know more about it? What are the limits of conflict resolution? When does conflict resolution work and when does it not? Offering a committed practitioner’s critique of the profession of mediation, arbitration, and alternative dispute resolution, Beyond Neutrality focuses on the current crisis in the field of conflict resolution and offers a pragmatic response.*

*A "how-to" book for clinical ethics consultants, palliative care professionals, and bioethics mediators in the most difficult situations in health care. Expanded by two-thirds from the 2004 edition, the new edition features two new role plays, a new chapter on how to write chart notes, and a discussion of new understandings of the role of the clinical ethics consultant.*

*An introduction to mediation in the workplace, giving the business case and methodology for the introduction of mediation as a method to resolve disputes between colleagues.*

*The Divorce Mediation Handbook*

*Research Handbook on Mediating International Crises*

*A Video-Integrated Text*

*Mediation*

*The Practice of Mediation*

*The Mediation Handbook*

*Mediators Handbook - Revised & Expanded Fourth Edition*

China's ever-expanding commercial influence has attracted global attention on how its civil and commercial disputes are resolved. This compelling new book, *Dispute Resolution in China*, offers a detailed examination of the elements in the Chinese legal system and the relevant reforms to the multiplicity of approaches to civil and commercial disputes in China today. This book reveals how civil litigation, commercial arbitration, mediation, and their hybrid dispute resolution have distinctly responded to, reformed, and developed in the context of China's transformational economic growth, societal development, and international interaction in the last two decades. It situates these developments and continued experimentation within a unique hybrid of empirical, contextual, and comparative analytical framework, while paving productive pathways towards the future. This book argues that, rather than being a legal project, China's civil and commercial dispute resolution system is essentially a social development project, which distinguishes the Chinese approach to civil justice reform from contemporary civil justice movements elsewhere. Among the primary methods of dispute resolution, commercial arbitration in China today uniquely transcending the traditional socio-political constraints, its reform has developed in favor of market-oriented considerations and shaped by China's socio-economic dynamics and internationalization needs. By contrast, civil litigation and mediation being more instrumentalist in nature, their reform is socio-politically embedded and continues to prioritize social stability. This book also shines a fresh light on comparative assessments of top-down and bottom-up changes in China's dispute resolution discourse, as well as on how China speaks to international dispute resolution systems. Original and rich in its analysis, this book will be essential reading and invaluable reference tool for scholars with a focus on Chinese law, comparative and international dispute resolution, and on broader legal, institutional, economic, social, political and cultural dimensions of dispute resolution development.

When negotiation fails, mediation avails other moves for an amicable resolution. Whether you are a current or future mediator or a party to a conflict, this is your essential companion to the theory, concepts, and best practices of mediation. In a world ridden by social divisions, responsible resolution of conflicts is more timely than ever. What happens when parties are unable to negotiate an agreement together? The next move is to invite a third party to reset the negotiations, facilitate the exchanges, rebuild a working relationship and empower the parties to explore the past, surface their present needs, invent, evaluate and choose the best solutions for the future. *Mediation: Negotiation by Other Moves* brings decades of critical analysis and experience that the authors tested with in international organizations, governments, NGOs, universities and corporations. You will understand mediation better, and its significance in your personal and professional life. You will be able to develop a flexible mindset and a broad outlook to achieve sustainable outcomes. This book will cover: Models and principles from various domains of mediation: family, business & labor, public affairs, international relations A mediation framework to prepare for mediation and to run its process smoothly A step-by-step approach to a mediation session, from the opening until a possible settlement, via the various phases of problem solving Mediation traps and how to avoid them—for mediators and parties alike Ethics of mediation and questions of responsibility Mediation: Negotiation by Other Moves is essential reading for anyone who wishes to develop a pragmatic approach to mediation.

"Dives deep into the psychology of information and emotion in conflict situations . . . Highly recommended for facilitators and negotiators as well as mediators." —Jennifer Beer, author of *The Mediator's Handbook* and negotiation instructor at Wharton School, University of Pennsylvania Knowing how to formulate and ask incisive questions to get to the core of a conflict, challenge entrenched thinking, and shift perspectives is the key to successful conflict resolution. The Mediator's Toolkit employs the author's powerful "S Questions Model" to provide readers with the skills and tools to do just that. It addresses four dimensions of successful questions for mediation: the subject matter dimension, the structure dimension, the information-seeking dimension, and the shifting thinking dimension. The toolkit clearly explains: The theory behind each question type, including exploration of relevant neuroscience and psychology The purpose of different types of questions How the questions work When to use different types of questions How to build and apply questions to mediation in a non-threatening way This essential practical guide will radically sharpen, focus, and improve the questioning skills of qualified mediators, students, lecturers, trainers, and those using questions to challenge and effect change, in any context.

It is an authoritative and practical guide which not only explains the principles and process of family mediation but also places it in the context of a changing family justice system and its interaction with other professionals and processes.

Mediation Practice Guide

Handbook of Global and Multicultural Negotiation

Occupational Outlook Handbook

Everything You Need to Know

Mastering Mediation

Mediation at Niagara Falls

Mediation Skills and Strategies

**A one-stop resource for couples who want to spare themselves and their children the destructiveness and costs which result from an unfriendly divorce, this detailed mediation road map walks couples through each step of the process and shows how to reach a fair and reasonable settlement. Charts & worksheets.**

**This widely-adopted, all-original book was the first in the field to combine complete analysis of the mediation process with integrated video case studies illustrating the full range of mediation skills. Engaging text is keyed to seven hours of online video, featuring three different cases, all based on actual disputes: a child custody case, a small claims consumer dispute, and a complex negligence suit.**

**These unscripted mediations were conducted by mediators and lawyers with a variety of backgrounds and styles. The video includes an extended comparative example of facilitative and evaluative mediation of the same matter. The integration of text and video in *The Practice of Mediation: A Video-Integrated Text, Third Edition* enriches students' understanding and allows classroom and clinical instruction to proceed more rapidly and on a far more sophisticated level. New to the Third Edition: New end-of-chapter problems to aid assessment of student learning New or expanded coverage of biases and their impact on negotiators; pre-mediation contacts with parties; and increasing mediator use of caucuses to open the process Newly designed problems on the ethics of mediating New video clips on mediator influence and persuasion Professors and students will benefit from: Practice- and research-based analysis of negotiations and why they fail Contextualized model of the role and effective skills of the mediator, applicable across the entire range of disputes Exploration of fundamental norms of the process and, through real case problems, the ethics of mediating Video and case-based introduction to the role and skills of representing a client in mediation**

**This book is written for users of mediation, whether they be a party, an advisor or an expert. It should also be of help to commercial mediators who have no specialism in construction. Its aim is to encourage confidence in the mediation process and to ensure that those who do use mediation to resolve their disputes do so effectively and so are able to maximise the opportunities that mediation offers.**

**This manual is intended to guide mediators, advocates, advisers, and students on the path to know and apply mediation skills, and to use the tools to internationally accepted standards. It provides a full knowledge of facilitation and evaluation, and acts as a course reference work for those studying mediation in many jurisdictions.**

**Negotiation by Other Moves**

**Formulating and Asking Questions for Successful Outcomes**

**Introduction to Mediation, Moderation, and Conditional Process Analysis, Second Edition**

**Family Mediation**

**A Handbook for Resolving Business Disputes**