

# The Mediator S Handbook

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a standard model for effective mediation and conflict resolution now in an updated fourth edition can be used in diverse environments original

practical handbook which provides guidelines on how to develop and improve mediation skills for beginners and experienced mediators techniques and skills outlined are applicable to all types of disputes including commercial family community environmental and workplace discusses the most appropriate strategies to apply in particular contexts includes index ruth charlton is a solicitor in private practice lawyer mediator and co editor of australian dispute resolution journal micheline dewdney is a solicitor of the supreme court of nsw lawyer mediator and co editor of australian dispute resolution journal

the classic resource for effective mediation now fully updated and expanded the popular mediator s handbook presents a time tested adaptable model for helping people work through conflict starting with a new chapter on assessing conflict and bringing people to the table it 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 then details the concepts and skills a

mediator needs in order to understand the conflict support the people facilitate the process guide decision making the mediator s handbook s 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 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

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

many aspects relating to the conduct of mediation are left to mediator choice but mediators often lack adequate guidance on how their discretion ought to be exercised in this book omer shapira identifies the ethical norms that govern mediators conduct adopting a professional ethics perspective on the basis of role morality and applying it to a core definition of mediators role shapira argues that all mediators are placed in ethical relationships with mediation parties the mediation profession the public and their employers or principals that produce ethical obligations the book goes on to explore the legitimate expectations of these groups and analyzes existing codes of conduct for mediators shapira constructs a theory of mediators ethics that produces a proposed model code of conduct for mediators a detailed set of norms of mediators ethics that can be rationally justified and defended with regard to mediators at large

this problem solving mediation training guide provides a comprehensive step by step walk through mediation using christopher moore s problem solving model included in the manual is a case study a role play and activities

annotation the mediator s handbook third edition is an established and highly respected work which assists both experienced and newly qualified mediators who wish to expand their range of skills in this ever evolving field the mediation process is explained in simple steps applicable to all forms of dispute whether it be commercial workplace family neighbourhood and environmental it clearly outlines the required skills techniques and strategies especially communication skills importantly variations to the mediation process are explained as are the roles of advisers support persons and interpreters in this third edition there has been significant revision to reflect new developments in mediation since the previous edition published in 2004

this handbook examines the question of how mediators can improve the prospects that durable peace will follow from a mediation process agreement design spoiler

management and managing the parties power dynamics at and away from the table are topics of special emphasis in this handbook as they are of primary concern to ensuring that an agreement will endure and durable peace will flourish an original model for durable peace is presented plus numerous practical tactics

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