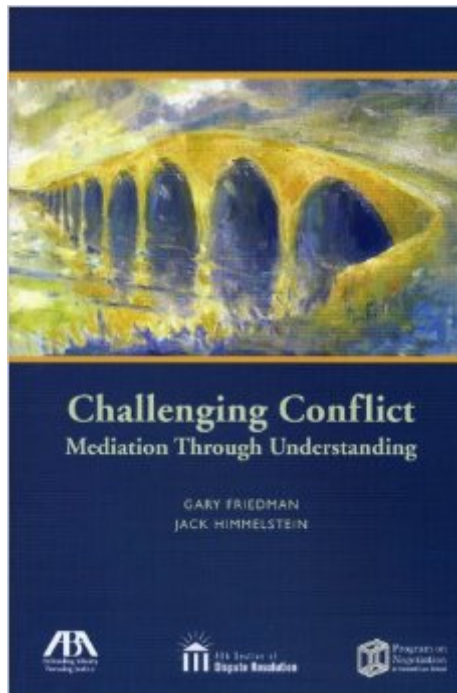


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# Challenging Conflict: Mediation Through Understanding



## Synopsis

Published with Harvard's Program on Negotiation, this book provides an analysis of understanding conflict and offers a way to work together to make decisions that resolve disputes. The authors explain how to meet conflict itself in an effort to understand how individuals can relate to it, and use it effectively in mediation. Divided into four parts-choosing to mediate, deepening understanding of the process, challenges in working together, and devising a resolution.

## Book Information

Paperback: 225 pages

Publisher: American Bar Association; 1 edition (September 16, 2009)

Language: English

ISBN-10: 1604420529

ISBN-13: 978-1604420524

Product Dimensions: 6.1 x 0.7 x 9.2 inches

Shipping Weight: 1 pounds (View shipping rates and policies)

Average Customer Review: 4.9 out of 5 stars [See all reviews](#) (7 customer reviews)

Best Sellers Rank: #201,987 in Books (See Top 100 in Books) #21 in [Books > Law > Business > Arbitration, Negotiation & Mediation](#) #487 in [Books > Law > Rules & Procedures](#) #1324 in [Books > Textbooks > Law](#)

## Customer Reviews

I use this book as required text for my Conflict Resolution students. It is a book that is basically broken down into true stories of conflict resolution. The authors break the stories with narrative guides of the concepts and integrate very well.

This book should be a must read for everyone who works with people in conflict. It is a unique and profoundly effective model for assisting people to reach mutually acceptable resolution of their conflicts through truly understanding their needs, as well as the needs of the others with whom they are in conflict. I have recommended it to my colleagues and we chose it as a book for our year long book study. It is one of the few books that I have read again and again, each time experiencing another "ah ha moment".

Mediators and practicing lawyers using mediation should read this book. The authors explain a model for mediation that is different from how most people usually expect a commercial mediation to

be conducted. The model does not use caucusing at all and these writers explain that they will not mediate using the traditional model. It is a fascinating journey through ten real-life mediations that the authors conducted using this model and why they believe so thoroughly in it. Even if mediator/lawyer-reader decides not to use the model in practice there is much relating to constructive resolution of conflict that can be applied in the traditional mediation models and even in non-mediated conflict resolution discourse.

I took this course a few years back and learned much about Mediation. Gary Friedman is a pro in every sense of the word. I was recently having lunch with a long term very experienced mediator. He has a different style and was interested in seeing Mr. Friedman's process which is more inclusive rather than separate meetings. I sent this as a gift. Much appreciated

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