Synopsis

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.

Book Information

File Size: 374 KB
Print Length: 178 pages
Publisher: Jessica Kingsley Publishers (April 15, 2012)
Publication Date: April 15, 2012
Sold by: Digital Services LLC
Language: English
ASIN: B00BSE6DC6
Text-to-Speech: Enabled
X-Ray: Not Enabled
Word Wise: Enabled
Lending: Not Enabled
Enhanced Typesetting: Enabled

Download to continue reading...

The Mediation Handbook: practical guide for lawyers and participants in the art of mediation
The Mediation Process: Practical Strategies for Resolving Conflict
The Mediation Process: Practical Strategies for Resolving Conflict