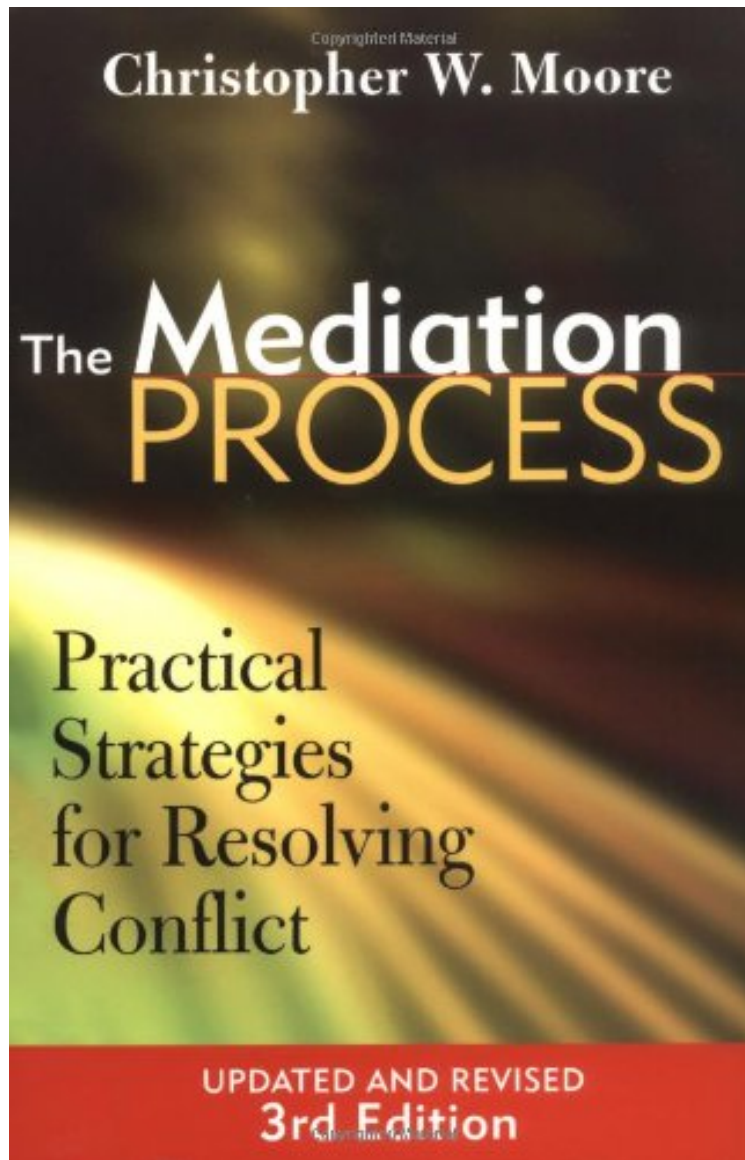


The Mediation Process: Practical Strategies for Resolving Conflict

Christopher W. Moore

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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.

"The best book ever written about mediation....A sophisticated, thorough treatment of the subject, it is written clearly and contains a trove of useful examples. A must for anyone seriously interested in the subject of dispute resolution." (Margaret L. Shaw, principal, Wittenberg, Mackenzie Shaw, and member of the board, National Institute for Dispute Resolution) "Destined to become the standard work for practitioners and students of the mediation process."From the Inside FlapThis newly revised and updated comprehensive guide to the principles and practices of mediation offers concrete strategies for every stage of the mediation process.Mediation expert Christopher Moore presents a detailed, step-by-step account of how to use mediation to resolve conflicts of all kinds-including family, divorce, labor-management, home-school, and landlord-tenant. He uses real-life examples to illustrate 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.This new edition has been expanded to cover contemporary issues in mediation practice, including the training, qualification, and certification of mediators, as well as such important new areas of application as community disputes, cross-cultural, international, and commercial mediation.From the Back CoverSince 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. Praise for *The Mediation Process* "A classic in the field. Clear, practical, sensible advice invaluable to novices and professionals alike. I recommend it highly!" William Ury, coauthor, *Getting to Yes*, and author, *The Third Side* "Recently updated, this continues to be the best book ever written about mediation. A sophisticated, thorough treatment of the subject, it is clearly written and contains a trove of useful examples. This new edition is a must for anyone seriously interested in the subject of dispute resolution." Margaret L. Shaw, principal, ADR Associates, LLC, and former council member of the ABA's section on dispute resolution "The latest version of Moore's classic book *The Mediation Process* includes a much more in-depth look at the evolution and cultural understandings of mediation. This text should be on the bookshelf of every trainer, teacher, and practitioner in the field of mediation." John Paul Lederach, professor of international peacebuilding, Joan B. Kroc Institute of International Peace Studies, University of Notre Dame "Chris Moore illustrates all theoretical frameworks with examples from his own masterful, diverse international mediation practice. This is the essential book for all mediation teachers, students, and practitioners." Carrie Menkel-Meadow, professor of law and director, Georgetown-Hewlett Program in Conflict Resolution and Problem Solving, Georgetown University Law Center