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Nota di contenuto	Introduction / Margaret S. Herrman -- Mediation from beginning to end : a testable model / Margaret S. Herrman, Nancy Hollett, and Jerry Gale -- Examining mediation in context : toward understanding variations in mediation programs / Craig McEwen -- Policy, practice, and politics : bargaining in the shadow of Whitehall / Janet Walker and Sherrill Hayes -- The role of antecedent and procedural characteristics in mediation : a review of the research / Roselle L. Wissler -- Applying the comprehensive model to workplace mediation research / Brian Polkinghorn and E. Patrick McDermott -- Restorative justice mediated dialog / Mark S. Umbreit and Robert B. Coates -- Mediation as framing and framing within mediation / Barbara Gray -- Does the model overarch the narrative stream? / John M. Winslade and Gerald D. Monk -- A facework frame for mediation / Stephen Littlejohn and Kathy Domenici -- Mediation and the fourfold model of justice / Donald E. Conlon -- The dynamics of power in child custody mediation / Donald

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## Sommario/riassunto

This handbook invites readers who are interested in mediation, negotiation and conflict resolution to share the perspectives of experts in the field. \* Contributors include scholars, mediators, trainers and negotiators, all of whom are passionate about their work. \* Emphasises both internal and external factors as important sources of influence when negotiating conflicts. \* Explores the cultural and institutional frameworks that have shaped intervention processes. \* Considers what techniques might work when, how and why. \* Demonstrates the sophistication of contemporary studies of mediation, negotiation and conflict resolution.

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