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| Autore | Mayer Claude-Helene |
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| Nota di contenuto | Part I. Conflict -- Intercultural Conflicts -- Types of Conflict -- Conflict Types -- Conflict Styles -- Causes of Conflict -- Escalation and De-escalation -- Part II. Mediation -- Background to Mediation -- Mediation as a Global Phenomenon -- The Mediation Process -- The role of the Mediator -- Inner Attitudes During Mediation -- Mediation Techniques -- Part III. Intercultural mediation -- Intercultural Competencies in Mediation -- Models of Intercultural Mediation -- The Role of the Mediator in Intercultural Contexts -- Mediation Techniques in Intercultural Contexts -- Challenges in Intercultural Mediations -- Emotions in Intercultural Mediation -- Values and Value Orientations in Intercultural Contexts -- Cultural Orientations and Values in Intercultural Mediation -- Training Materials for Work with Cultural Orientations and Values in Intercultural Mediation -- Part IV. Options for Resolutions -- Approaches for Resolutions as to How to Overcome Cultural Barriers in Intercultural Mediation -- Part V. Perspectives and the Way Forward -- Visions of Intercultural Mediation. |
| Sommario/riassunto | This book introduces the topic of intercultural mediation and conflict |

management. Based on the latest scientific research and successful conflict management practices, it provides theoretical insights and practical, self-reflective exercises, role-plays and case studies on conflict, mediation, intercultural mediation, and solution-finding in conflict mediation. The book serves both as a self-learning tool to expand personal competences and cultural sensitivity, and as training material for seminars, workshops, secondary, advanced and higher education and vocational training. It is a valuable contribution to the fields of intercultural conflict mediation and conflict management, intercultural communication, intercultural training and coaching. This is a book about practicing – the applied practice of competent conflict crafts in diverse intercultural contexts. Conflict practitioners, mediators, and intercultural trainers would be inspired by Professor Claude-Hélène Mayer's creative integration of relevant intercultural models with do-able conflict strategies and in reaching intergroup harmony with reflexivity and cultural resonance. --- Professor Stella Ting-Toomey, Human Communication Studies, California State University at Fullerton, USA, and Co-Editor of The SAGE Handbook of Conflict Communication, 2e Given the difficulty and complexity of successful intercultural collaboration and conflict mediation, this is a much-needed addition to cross-cultural positive psychology. It is rich in content and training. I highly recommend it for teaching, corporate training, and for executive coaches. --- Professor Paul T.P. Wong, President International Network on Personal Meaning and President Meaning-Centered Counselling Institute, Toronto, Canada Intercultural conflict resolution is a critically important task in this modern world. This book by Professor Mayer is a welcome handbook on how to use mediation to resolve those conflicts. It should be in the library of every conflict mediator. My congratulations to Professor Mayer for her important work. --- Dan Landis, Founding President, International Academy of Intercultural Research, Affiliate Professor of Psychology, University of Hawaii.
