Record Nr. UNINA9910786322603321 Autore Poitras Jean <1968-> Titolo Expert mediators overcoming mediation challenges in workplace, family, and community conflicts [[electronic resource] /] / Jean Poitras and Susan Raines Lanham, : Jason Aronson, c2013 Pubbl/distr/stampa **ISBN** 1-283-84715-9 0-7657-0964-3 Descrizione fisica 1 online resource (194 p.) Altri autori (Persone) RainesSusan Disciplina 303.69 Soggetti Mediation Mediators (Persons) - Legal status, laws, etc Dispute resolution (Law) Conflict management Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Description based upon print version of record. Note generali Includes bibliographical references and index. Nota di bibliografia Nota di contenuto Contents; Acknowledgments; Introduction; 1 Tapping Expert Mediators' Knowledge; 2 Dealing with Resistance to Mediation; 3 Dealing with Mistrust among Parties; 4 Dealing with Difficult Attorneys; 5 Dealing with Cultural Differences; 6 Maintaining Neutrality in Mediation; 7 Dealing with Parties' Emotions; 8 Moving from Past to Future Focus; 9 Dealing with Entrenched Positions; Conclusion; Appendix; Bibliography; Index: About the Authors Sommario/riassunto Tapping the experience and wisdom of over 175 highly qualified mediators from across different realms of the mediation practice and across geographic regions, Expert Mediators: Overcoming Mediation Challenges in Workplace, Family, and Community Conflicts integrates best practices to overcome classic mediation challenges. For each proposed strategy, this book discusses conditions under which each

practice should be used as well as approaches to mitigate risks

associated with using each strategy and technique.