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Collaboration; The Circle of Conflict: Causes of Disputes and Opportunities for Collaboration; Three Broad Concepts about Conflict and Opportunities for Collaboration; Issues, Needs, and Interests; Factors That Are Sources or Causes of Conflict and Opportunities for Collaboration; People and Parties; Issues, Needs, and Interests Parties' Histories, Relationships, and Interactions Emotions; Information; Communications; Approaches, Procedures, and Strategies; Power and Influence; Structural Sources of Conflict and Opportunities for Collaboration; Beliefs, Values, and Attitudes; Options, Understandings, Agreements, and Outcomes; Returning to Dividers and Connectors; 5: Negotiation and Conflict Resolution; Transactional and Conflict Resolution-Oriented Negotiations; Relationship-Based Negotiations; Positional-Based Negotiations; Interest-Based Negotiations How Mediators Work with Various Orientations and Procedures for Negotiations Part Two: Laying the Groundwork for Effective Mediation; 6: The Mediation Process: An Overview; The Stages of the Mediation Process; Preparation Stages, Goals, Tasks, and Activities; 1. Making Initial Contact with Parties; 2. Collecting and Analyzing Background Information; 3. Designing a Preliminary Mediation Plan; Mediation Session Stages, Tasks, and Activities; 1. Beginning Mediation; 2. Presenting Parties' Initial Perspectives and Developing an Agenda 3. Educating about Issues, Needs, and Interests and Framing Problems to Be Resolved

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Sommario/riassunto

The Fourth Edition of a seminal work in the field of mediation and conflict resolution For almost thirty years, conflict resolution practitioners, faculty, and students have depended on The Mediation Process as the all-inclusive guide to the discipline. The most comprehensive book written on mediation, this text is perfect for new and experienced conflict managers working in any area of dispute resolution-family, community, employment, business, environmental, public policy multicultural, or international. This is the expert's guide, and the Fourth Edition has bee

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