Record Nr. UNINA9910823037103321 Autore Poitras Jean <1968-> Titolo Expert mediators overcoming mediation challenges in workplace, family, and community conflicts / / Jean Poitras and Susan Raines Lanham, : Jason Aronson, c2013 Pubbl/distr/stampa **ISBN** 1-283-84715-9 0-7657-0964-3 Edizione [1st ed.] Descrizione fisica 1 online resource (194 p.) RainesSusan Altri autori (Persone) 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 Note generali Description based upon print version of record. Nota di bibliografia Includes bibliographical references and index. 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 Tapping the experience and wisdom of over 175 highly qualified Sommario/riassunto 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.