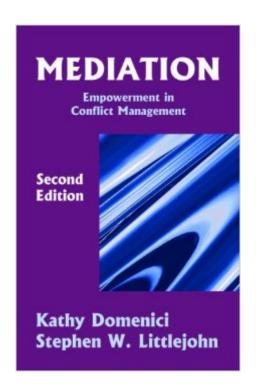
## The book was found

# Mediation: Empowerment In Conflict Management





## **Synopsis**

Mediation continues to grow as an alternative process for conflict management. Many organizations now allocate resources to full-fledged mediation programs. The Second Edition of Mediation: Empowerment in Conflict Management is the perfect tool for individuals interested in obtaining the skills necessary to become certified mediators. The textâ <sup>TM</sup>s brevity, clarity, and directness make it appropriate for use in college classes and community training programs. It can be adapted to any number of training approaches. This concise volume is guided by a clear set of theoretical principles that provide an ideal for mediation in our society. Power issues are emphasized as a focal point in identifying and understanding the process. Mediation is explored as a dispute resolution option that allows conflict to be an opportunity. Special emphasis is given to the use of effective communication in mediation.

#### **Book Information**

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### **Customer Reviews**

Useful information, needed this for a mediation class in school

Almost everything you could want to learn about the basics of mediation is in this book. From an

introduction to conflict management to the process of a mediation session, this book covers it.

Very easy read. Easy to understand and appreciate. The writers did a remarkable job explaining the concepts. They also provided examples.

Use for class but not in depth enough to use as my text. Will help in writing my own text.

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