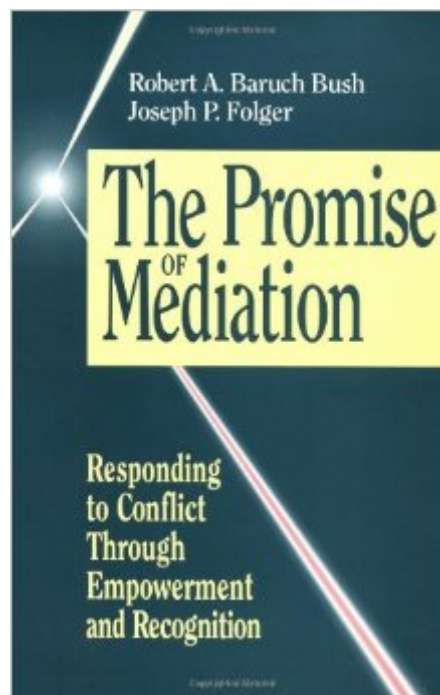


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# The Promise Of Mediation: Responding To Conflict Through Empowerment And Recognition (Jossey-Bass Conflict Resolution)



## Synopsis

Bring a fresh approach to the bargaining table Tap the transformative potential of mediation and discover the full promise of the mediation process. In this insightful work, the authors present an alternative theoretical framework that affords a deeper understanding of conflict and mediation -- one based on respect for personal strength and compassion for others. Drawing on their own experience and a wide body of research, they offer mediation practitioners, administrators, policy makers, and researchers a new and useful perspective on how mediation is currently practiced, how it could be structured to accomplish more, and how to refine the process for future application.

## Book Information

Series: Jossey-Bass Conflict Resolution

Hardcover: 320 pages

Publisher: Jossey-Bass; 1st edition (November 9, 1994)

Language: English

ISBN-10: 0787900273

ISBN-13: 978-0787900274

Product Dimensions: 6.2 x 1.1 x 9.4 inches

Shipping Weight: 1.2 pounds

Average Customer Review: 3.6 out of 5 stars [See all reviews](#) (8 customer reviews)

Best Sellers Rank: #543,210 in Books (See Top 100 in Books) #83 in [Books > Law > Business > Arbitration, Negotiation & Mediation](#) #482 in [Books > Medical Books > Psychology > Applied Psychology](#) #499 in [Books > Business & Money > Management & Leadership > Negotiating](#)

## Customer Reviews

An important addition to the mediation field. It raises fundamental questions about the assumptions on which many mediators operate and the impact of those assumptions on parties in conflict. The book argues for a different framework for approaching the practice of mediation, which should provoke almost every mediator to think more deeply about their practice. A MUST READ.

Most mediators learn a facilitative style of mediation. Many mediators stray to an evaluative style when the going gets tough. This book gives mediators a new way to look at the process and it offers another style that emphasizes the humanity and power of the parties. The authors argue that too much emphasis on settlement can corrupt the mediation process and subvert other important goals of conflict resolution. I have asked every mediator I know to read it.

A well reasoned look at mediation with a very different goal from most guides to mediation. If you know nothing about mediation you will learn a great deal, though all from one perspective, and if you are well versed in mediation skills you will have your conceptions challenged. In the end it doesn't matter if you agree with the authors, it is worth the time to be exposed to their ideas.

This book helped me clarify just what I'm doing as a mediator. The authors show that one's worldview necessarily affects how one mediates. Unawareness of one's assumptions creates the potential to do great harm as a mediator. Our assumption that it's our job to make a settlement happen requires us to behave in a way that is neither neutral nor helpful to the parties. It's too easy to use our litigation tools (such as evaluation, analysis, and persuasion) against both parties in order to further our own agendas. By gaining clarity about what our agenda is, and about what's beyond our jurisdiction, we reduce the harm we do to the parties; and we create more opportunity for the parties to take greater responsibility. The approach described in this book supports parties as they tend to grow from weakness to strength and from selfishness to compassion. I'm grateful to the authors.

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