



The Mediation Process: Practical Strategies for Resolving Conflict

By Christopher W. Moore

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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 been expanded and revised to keep pace with developments in the field. It includes new resources that will promote excellence in mediation and help disputants reach durable agreements and enhance their working relationships.

- Includes expanded information on the latest approaches for providing mediation assistance
- Features comprehensive guidelines for selecting the right strategy for both common and unique problems
- Utilizes updated, contemporary case studies of all types of disputes
- Offers expanded coverage of the growing field and practice of intercultural and international mediation

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Editorial Review

From the Back Cover

The classic mediation text, updated

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- Expanded information on the latest approaches for providing mediation assistance
- Comprehensive guidelines for selecting the right strategy for both common and unique problems
- Updated, contemporary case studies of all types of disputes
- More on the growing field and practice of intercultural and international mediation

Praise for *The Mediation Process*

"A classic in the field. Clear, practical, sensible advice invaluable to novices and professionals alike. I recommend it highly!"

—**William Ury**, coauthor, *Getting to Yes* and author, *The Third Side*

"Recently updated, *The Mediation Process* continues to be the best book ever written about mediation."

—**Margaret L. Shaw**, mediator at JAMS; adjunct law professor, NYU Law School

"The latest version of Moore's classic book includes a much more in-depth look at the evolution and cultural understanding of mediation. This should be on the bookshelf of every trainer, teacher, and practitioner in the field of mediation."

—**John-Paul Lederach**, professor of international peacebuilding, Joan B. Kroc Institute of International Peace Studies, University of Notre Dame

"Chris Moore illustrates all theoretical frameworks with examples from his own masterful, diverse, and international mediation practice. This is the essential book for mediation teachers, students, and practitioners."

—**Carrie Menkel-Meadow**, professor of law and director, Georgetown-Hewlett Program in Conflict Resolution and Problem Solving, Georgetown University Law Center

About the Author

CHRISTOPHER W. MOORE, Ph.D., was trained as a mediator by the U.S. Federal Mediation and Conciliation Service (1979) and the American Arbitration Association (1976). He has worked as a mediator, facilitator, and consultant in over 50 countries and has extensive experience developing dispute resolution systems. He is the coauthor of *The Handbook of Global and Multicultural Negotiation* and *A Guide to*

Designing and Implementing Grievance Mechanisms for Development Projects, in addition to numerous journal articles and manuscripts on dispute resolution.

Users Review

From reader reviews:

Cary Barrett:

Information is provisions for anyone to get better life, information these days can get by anyone with everywhere. The information can be a expertise or any news even a concern. What people must be consider when those information which is inside former life are hard to be find than now is taking seriously which one works to believe or which one the actual resource are convinced. If you receive the unstable resource then you buy it as your main information there will be huge disadvantage for you. All of those possibilities will not happen in you if you take *The Mediation Process: Practical Strategies for Resolving Conflict* as the daily resource information.

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The Mediation Process: Practical Strategies for Resolving Conflict can be one of your starter books that are good idea. We all recommend that straight away because this guide has good vocabulary that will increase your knowledge in vocabulary, easy to understand, bit entertaining but nonetheless delivering the information. The author giving his/her effort to place every word into delight arrangement in writing *The Mediation Process: Practical Strategies for Resolving Conflict* nevertheless doesn't forget the main place, giving the reader the hottest along with based confirm resource details that maybe you can be considered one of it. This great information can certainly drawn you into fresh stage of crucial thinking.

Lee Erbe:

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