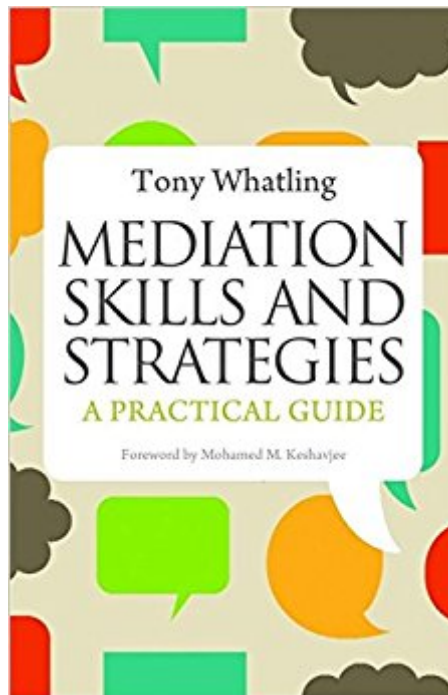




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# **Mediation Skills And Strategies: A Practical Guide**



## Synopsis

Mediation is a process that can be used to resolve conflict in many different dispute contexts. This book focuses on the essential skills and strategies needed by any mediator to be successful in their work. Tony Whatling draws on his extensive experience in the field of mediation to explain the range of skills and strategies that are commonly used, as well as why you would use different skills and when they are best employed. The author shows how, by adopting these techniques, a mediator can manage challenging conflicts. It features the use of questioning skills and how they can be used effectively, as well as how to deal with high emotion and negative responses. This book is essential for anyone who wants to improve their mediation skills, whether as a trainee, novice or experienced professional.

## Book Information

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## Customer Reviews

Tony Whatling has done exactly what he set out to do: to offer a straightforward, comprehensive description of core mediation skills and strategies... The many examples that are included in the book as a whole bring the mediation process to life, endorse the power of core mediation skills and provide encouragement and a reminder to all mediators to practise and develop those skills in order to be effective in helping people to take charge and resolve conflicts positively for themselves. It deserves a place on all our bookshelves. -- Family Law This is an excellent practice guide to mediation, which will be of benefit to anyone working in public or private law who has to mediate between two or more parties, even if not carrying out full 'mediation'. In a short text, the author initially takes the reader through the essential principles of mediation (voluntary participation,

neutrality, impartiality and confidentiality), discusses various models of processes in mediation and the attributes of mediators, before going on to consider more detailed issues. He uses examples all through the text. -- CAF/CASS Tony Whatling gathers together pearls of wisdom which he has been passing on to mediation trainees and colleagues for over three decades. His book is remarkably comprehensive, yet very easy to read. For a trainee or inexperienced mediator it will be absolutely invaluable. It affords the opportunity to experienced mediators to refresh, hone and acquire skills in a thoroughly enjoyable read which I unhesitatingly recommend. -- Margot Moffit, Family Law solicitor, family mediator and trainer Tony Whatling has written this book to fill a gap he identified in mediation-related literature. Whilst books on conflict theory, legal issues, and how to manage the mediation process and its stages abound, it is the author's contention that there are but few works offering a 'straightforward, comprehensive collection of mediator skills and strategies'. Whether he is correct in his assessment or not, there can be little doubt that mediation practitioners should be glad that he made it, for he has produced a fine book to plug the hole. The book may be a practical guide, but it is more than just a 'how to' manual. Whatling shares with the reader the assumptions and principles which inform his practice and his thinking. -- Mediation Digest A positive "gem" of insight and wisdom! Tony Whatling draws on nearly three decades of experience as a mediator and trainer to explain in simple phraseology a variety of mediation models; the skills that accompany them and their appropriate use...There is value for everyone in this book from those individuals in the process of training or recently qualified, to experienced mediators. The publication includes plenty to refresh knowledge, review skills and acquire alternative perspectives... The author achieves simplicity with thoroughness; easy to read yet with observations based on a wealth of personal experience and expertise. -- Academy of Experts Journal The reader of this book is indeed fortunate to have the benefit of Tony Whatling's unique wealth of mediation practice, training and teaching experience distilled so accessibly. This clear and comprehensive exposition of mediator skills and strategies, enriched both by vivid concrete examples and the theoretical literature, is essential reading for anyone wishing to acquire and enhance their mediation expertise. -- Marian Roberts, Visiting Fellow, Department of Law, London School of Economics, and author of *Developing the Craft of Mediation*

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