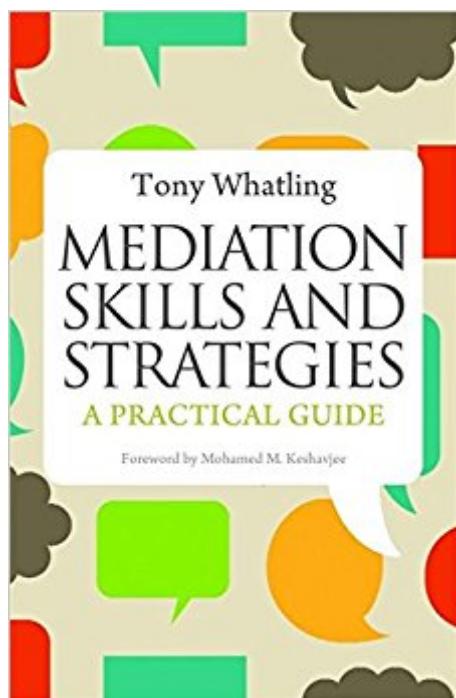


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Mediation Skills And Strategies: A Practical Guide



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.

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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,

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