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The Dispute Resolution Institute Presents Philadelphia Mass Tort Symposium Road to Resolution Contemporary Issues In Mediation - Volume 6 Community Mediation Programs Contemporary Issues in Mediation Resolving Community Conflict Alternative Dispute Resolution for Organizations Mediating Legal Disputes Annual Directory of Alternative Dispute Resolution Organizations in the United States Alternative Dispute Resolution High Conflict People in Legal Disputes Business Dispute Resolution The Middle Voice Mediating High Conflict Disputes The Conflict Resolution Toolbox Essays on Mediation Beyond Neutrality Dispute Resolution Resolving Organizational Conflicts Mediation in the Campus Community The Handbook of Dispute Resolution EU Mediation Law Handbook Settling Disputes Education and Mediation Dispute Resolution Field Manual Managing High Conflict People in Court Contemporary Issues In Mediation - Volume 5 Mediation

Advocacy Emerging Systems for Managing Workplace Conflict A History of Alternative
Dispute Resolution Resolving Environmental Disputes The Mediation Handbook
Facilitating Conflict Resolution in Union-management Relations Commercial Mediation
Practice Guide Discussions in Dispute Resolution Mediation Practice Guide Mediate, Don't
Litigate Resolving Disputes New Jersey Arbitration The Art of Mediation

Beyond Neutrality Feb 06 2023 In this thought-provoking, passionately written book, Bernard Mayer—an internationally acclaimed leader in the field—dares practitioners to ask the hard questions about alternative dispute resolution. What's wrong with conflict resolution? Why aren't more individuals and organizations using conflict resolution when they have a problem? Why doesn't the public know more about it? What are the limits of conflict resolution? When does conflict resolution work and when does it not? Offering a committed practitioner's critique of the profession of mediation, arbitration, and alternative dispute resolution, *Beyond Neutrality* focuses on the current crisis in the field of conflict resolution and offers a pragmatic response.

EU Mediation Law Handbook Sep 01 2022 Mediation is rapidly becoming a norm in cross-border dispute resolution among European Union (EU) Member States. Accordingly, an important question for legal advisers to ask themselves is: Which jurisdiction offers the best legal framework to support a potential future mediation of my client's dispute? This book responds to this question by examining the law on mediation in each Member State on a

chapter-by-chapter basis. Each country analysis applies the book's overarching principle of a specially designed Regulatory Robustness Rating System, which is thoroughly explained in an introductory chapter. This framework offers a highly effective way to analyse the quality and robustness of each of the EU's twenty-nine national jurisdictions' legal frameworks relevant to mediation (including legislation, case law, practice directions, codes of conduct, standards, and other regulatory instruments) and factor such an analysis into choices about governing law in mediation clauses and other agreements. Among the issues and topics covered are the following: • congruence of domestic and international legal frameworks; • transparency and clarity of content of mediation laws; • standards and qualifications for mediators; • rights and obligations of participants in mediation; • access to mediation services; • access to internationally recognised and skilled mediators; • enforceability of clauses and mediated settlement agreements; • confidentiality and flexibility; • admissibility of evidence from mediation in subsequent proceedings; • impact of commencement of mediation on litigation limitation periods; • relationship and attitude of courts to mediation; and • regulatory incentives for legal advisers to engage in mediation. This detailed analysis clearly allows users and other regulatory stakeholders to look closely and critically at regulatory regimes for mediation in order to make informed choices and develop appropriate strategies in relation to the law that governs their mediation. This is the first book to consider authoritatively what makes good mediation law and what makes a

jurisdiction attractive for cross-border mediation purposes in terms of its regulatory framework. As a resource that identifies potential strengths and weaknesses of each EU Member State's regulatory regime, it has no peers and will be welcomed and put to use by the alternative dispute resolution community in Europe and beyond.

Discussions in Dispute Resolution Jul 19 2021 Negotiation -- Mediation -- Arbitration -- Dispute resolution public policy.

Resolving Environmental Disputes Nov 22 2021

Contemporary Issues In Mediation - Volume 5 Mar 27 2022 Contemporary Issues in Mediation (CIIM) Volume 5 builds on the success of the past four volumes as testament to a growing interest of authors and readers in the wide variety of issues that arise with mediation. Readers stand to benefit from a diverse range of topics selected for their high quality of research and novelty. With the recent signing of the Singapore Convention on Mediation in August 2019, there is no doubt that mediation is and will continue to be extremely pertinent in the world of dispute resolution. Edited by Singapore's leading expert on mediation and negotiation, Professor Joel Lee (National University of Singapore, Faculty of Law), the Chief Executive Officer of SIMI, Mr. Marcus Lim, and Assistant Professor Dorcas Quek-Anderson (Singapore Management University, Faculty of Law), CIIM Volume 5 is a unique and valuable addition to the growing body of literature in mediation and dispute resolution.

Dispute Resolution Field Manual May 29 2022 As litigation costs and risks continue to skyrocket, mediation has become the preferred alternative to settling disputes. As a result, many people view mediation as a kind of career gold rush and are drawn to the prospect of easy money. In *Dispute Resolution Field Manual*, author Rodney Romano lays out the reasons and obstacles that cause a nearly 90 percent failure rate and how to overcome them. Holding nothing back, he provides frank and practical information about necessary traits and skills to be a good mediator, how to establish and maintain a successful mediation practice, and how mediators can positively affect those who use their services. He details the steps needed for every aspect of mediation both in practice and on the business side. This concise, no-nonsense book is meant to be used as a daily reference for all dispute resolution practitioners and participants.

Resolving Community Conflict Jan 17 2024

The Middle Voice Jun 10 2023 Everyone mediates. The only question is: how well? Whether you want to be a better professional mediator or, in your role as supervisor, co-worker, parent, organizational leader or community or political activist you want to more successfully manage conflict, this book is for you. It is written in a clear, engaging style. Through its diverse examples and focus on concrete problem-solving strategies and tactics, it is a relevant, effective guide for any citizen. With its important new chapter providing guidance on managing conflicts laced with diversity dynamics, *The Middle Voice* describes

the role of a mediator and the skills and knowledge necessary to conduct a successful process. In a historical era of polarized tensions and escalating conflict, *The Middle Voice* is an essential read for gaining confidence in, and knowledge about, resolving conflicts constructively and fairly. Praise for *The Middle Voice*: This book is a "must read" for all interested in mediation. -- Nancy H. Rogers, Professor Emeritus, The Ohio State University Moritz College of Law Stulberg and Love have accomplished the impossible task of writing a book on mediation which is accessible and valuable to everyone from the most experienced mediator and trainer to the unwitting person who finds themselves thrust into the position of mediator.-- Sharon B. Press, Director, Dispute Resolution Institute, Hamline University School of Law In this elegantly concise guide to mediation success, Stulberg and Love generously share their secrets and practical wisdom gleaned from two decades of mediating and mediation training collaboration. Reading it is like taking the world's best mediation training course with the luxury of repeating it whenever you need to.-- James R. Coben, Professor of Law and Senior Fellow, Dispute Resolution Institute, Hamline University School of Law There is simply no one in the conflict resolution field who knows more about the theory and practice of facilitative mediation than the authors of this book. Both are master practitioners, teachers and trainers, whose former students are leaders in the field today. -- Robert A. Baruch Bush, Rains Distinguished Professor of ADR Law, Hofstra Law School

Resolving Disputes Apr 15 2021 Dispute resolution : what it's all about -- Negotiation and conflict : the big picture -- Perception, fairness, psychological traps, and emotions -- Negotiator styles -- Negotiation dance : step by step -- Gender, culture, and race -- Negotiating ethics -- The law of negotiation -- An overview of mediation : the big picture -- A deeper look into the process -- Representing clients : preparation -- Representing clients : during the process -- Specific applications -- Court-connected mediation and fairness concerns -- The law and of mediation -- Ethical issues for advocates and mediators -- Arbitration : the big picture -- Arbitration agreements -- Selecting arbitrators -- Arbitration procedures and awards -- The law of arbitration : judicial enforcement of arbitration agreements -- Judicial enforcement of arbitration awards -- Fairness in arbitration, part I : employment, consumer, and adhesion contracts -- Fairness in arbitration, part II : Recent legislative and judicial developments -- Mixing and matching the process to the dispute -- Dispute resolution design : stepped clauses and conflict management systems -- Looking ahead : opportunities and challenges in ADR and conflict management

The Handbook of Dispute Resolution Oct 02 2022 This volume is an essential, cutting-edge reference for all practitioners, students, and teachers in the field of dispute resolution. Each chapter was written specifically for this collection and has never before been published. The contributors--drawn from a wide range of academic disciplines--contains many of the most prominent names in dispute resolution today, including Frank E. A.

Sander, Carrie Menkel-Meadow, Bruce Patton, Lawrence Susskind, Ethan Katsh, Deborah Kolb, and Max Bazerman. The Handbook of Dispute Resolution contains the most current thinking about dispute resolution. It synthesizes more than thirty years of research into cogent, practitioner-focused chapters that assume no previous background in the field. At the same time, the book offers path-breaking research and theory that will interest those who have been immersed in the study or practice of dispute resolution for years. The Handbook also offers insights on how to understand disputants. It explores how personality factors, emotions, concerns about identity, relationship dynamics, and perceptions contribute to the escalation of disputes. The volume also explains some of the lessons available from viewing disputes through the lens of gender and cultural differences.

A History of Alternative Dispute Resolution Dec 24 2021 A History of Alternative Dispute Resolution offers a comprehensive review of the various types of peaceful practices for resolving conflicts. Written by Jerome Barrett—a longtime practitioner, innovator, and leading historian in the field of ADR—and his son Joseph Barrett, this volume traces the evolution of the ADR process and offers an overview of the precursors to ADR, including negotiation, arbitration, and mediation. The authors explore the colorful beginnings of ADR using illustrative examples from prehistoric Shaman through the European Law Merchant. In addition, the book offers the historical context for the use of ADR in the arenas of diplomacy and business.

Essays on Mediation Mar 07 2023 Across a range of jurisdictions, in differing legal systems, mediation is achieving evergreater institutional and statutory force, and what not long ago was a marginal technique for dispute resolution is becoming mainstream and orthodox. But how firm a sense do we have about the social formation we call ‘mediation’? Through reflections and case histories, this distinctive collection of essays by experienced mediators from across the globe provides a clearer understanding than we have had heretofore of what mediation is and what it can offer as a practical, accessible and positive alternative in civil justice systems. The authors each address ways mediation has been or can be applied to dispute resolution in such pressing contexts as the following: • enduring and intense conflicts; • planning and environmental issues; • conflicts arising between refugee and ‘host’ communities; • elder care; • intercultural settings; • online communication; • science-based disputes; and • public policy disputes. The questions raised as to access to justice, identifying unmet needs, improving the provision of services, and fostering an ongoing conversation on mediation go well beyond the confines of commercial dispute resolution and the walls of courtrooms. Through the practical experiences described, useful and insightful perspectives emerge on the practice, principles and legitimacy of mediation. These invaluable reports and reflections on the powerful resources that mediation and mediators can bring to the table will be welcomed by a diversity of legal practitioners and jurists as well as academics.

Alternative Dispute Resolution for Organizations Dec 16 2023 Alternative Dispute Resolution (ADR) is a rapidly growing field, due to its popularity as an alternative to long and expensive lawsuits. ADR involves resolving disputes of any kind outside of the judicial system, through negotiation, mediation, arbitration, and other processes. This book is for people who work within organizations and are involved in disputes themselves, or for people who are required to deal with or resolve disputes. It covers how to set up a dispute resolution process in an organization.

Mediation Advocacy Feb 23 2022 "One of the very few books that actually approaches mediation from the viewpoint of the attorney/advocate rather than that of the neutral or the party."--James B. addresses the ethical considerations of mediation, & the difference between good tactics & unethical conduct. The appendix contains checklists covering issues such as mediator selection & postmediation advocacy. It also contains sample mediation agreements, forms, & organizations offering alternative dispute With mediation becoming a predominant way to resolve lawsuits, learn how to get the best results for your client in this setting. Cooley, an experienced judge, trial attorney, mediator, & arbitrator, leads you step-by-step through the stages of mediation. You will learn: How mediation works What cases are suited for mediation How to select a mediator How to prepare for mediation Tactics to use during the mediation hearing What you can do if an agreement is not reached The CPR Institute for Dispute Resolution named *Mediation Advocacy* a finalist in the outstanding

book category of its 1996 Awards for Excellence in ADR.

Settling Disputes Jul 31 2022 Within the past few years, innovative methods have been developed not only to settle disputes out of court but also to supplement or replace the means by which legislatures, businesses, communities, therapists, and schools handle conflicts that once could be resolved only by litigation or force. *Settling Disputes* serves as an essential guide to the new settlement alternatives. This updated edition, in response to the rapid changes of the past five years, includes substantial new material that describes recent transformations in the way that courts and public agencies respond to disputes. The book discusses alternative dispute resolution from the viewpoints of potential participants and offers advice to those who are involved in disputes to help them analyze their situations and goals. Finally, it provides suggestions for professionals involved in dispute resolution and for those whose jobs in law, business, or government are affected by the new options for settling disputes. The dispute resolution movement continues to offer the most hopeful, powerful alternative to the business and personal costs of litigation or, worse, of violence. It has tremendous implications for the professional lives of Americans, for their private lives?as parents, spouses, neighbors, and consumers?and for their role as citizens. The first edition of *Settling Disputes* was awarded the 1990 Center for Public Resources Book Prize.

Community Mediation Programs Mar 19 2024 Examines developments in the community mediation field over the past two decades & reviews the field's major achievements &

ongoing challenges. The evolution of the field, the diversification of services, & major resources available to the field are reviewed & research findings dealing with community mediation are also examined. Information for the report was obtained from: a review of literature in the field, an examination of materials obtained from programs across the country, discussions with experts in the field, & site visits to innovative programs in CA, NY, & NC. Charts & graphs. Resource listing.

Resolving Organizational Conflicts Dec 04 2022 This book assists aspiring mediators and organizational leaders in developing skills in conflict resolution and systems design, and to organizations, government agencies, and political advocacy groups in preventing and resolving conflicts.

The Mediation Handbook Oct 22 2021 The Handbook of Mediation gathers leading experts across fields related to peace, justice, human rights, and conflict resolution to explore ways that mediation can be applied to a range of spectrums, including new age settings, relationships, organizations, institutions, communities, environmental conflicts, and intercultural and international conflicts. The text is informed by cogent theory, state-of-the-art research, and best practices to provide the reader with a well-rounded understanding of mediation practice in contemporary times. Based on four signature themes—contexts; skills and competencies; applications; and recommendations—the handbook provides theoretical, applicable, and practical insight into a variety of key approaches to mediation.

Authors consider modern conflict on a local and global scale, emphasizing the importance of identifying effective strategies, foundations, and methods to shape the nature of a mediation mindfully and effectively. With a variety of interdisciplinary perspectives, the text complements the development of the reader's competencies and understanding of mediation in order to contribute to the advancement of the mediation field. With a conversational tone that will welcome readers, this comprehensive book is essential reading for students and professionals wanting to learn a wide range of potential interventions for conflict.

Contemporary Issues in Mediation Feb 18 2024 Is the need for a power balance still necessary for mediation in the Singapore context? In an increasingly digitised world, what challenges are there for online mediation? Is the distinction between facilitative and evaluative mediation still relevant? These questions, and more, are explored in Contemporary Issues in Mediation, the first ever compilation of essays on mediation topics and issues by top mediation students. Carefully selected and edited by leaders in the mediation and negotiation field Associate Professor Joel Lee from the National University of Singapore Faculty of Law, and Marcus Lim, Executive Director of the Singapore International Mediation Institute, this book is not only a unique addition to local mediation literature but also the first in a new annual series. Contents: Could Power Imbalance Be Power in Balance? Looking at Power Imbalances through a Singaporean Cultural Lens (Ng

Wan Qing)Mediation Advocacy: Doing Good, Doing Right, and Doing Well (Valencia Soh Ywee Xian)The Facilitative-Evaluative Divide: Have We Lost Sight of What's Important? (Javier Yeo)Mediating the ASEAN Way: An ASEAN Perspective on Mediation (Jaime Lye)Faces of Singapore & Mediation (Joey Lim Yue Tow)Manipulation in Mediation (Koh Zhen Yang)The SIAC-SIMC Arb-Med-Arb Protocol: Enforcing International Commercial Mediated Settlement Argeements (MSAs) through the New York Convention (Chng Teck Kian Desmond)Shall We Medi@? (Phua Jun Han)Good Faith Participation in Mediation (Chan Min Hui)Bridging the Concepts of Neutrality and Power Imbalance (Tan Ting Wei Kelly) Readership: Students, researchers, and general readers who are interested in the current theories and applications of mediation concepts and practices, especially in the Singapore context.

Emerging Systems for Managing Workplace Conflict Jan 25 2022 *Emerging Systems of Managing Workplace Conflict* presents illustrative real-life examples as well as cutting-edge methods and tools for integrating systems of dispute resolution into standard corporate procedures. This vital resource investigates the systems organizations have developed to manage common and costly workplace conflicts involving supervisor-employee relationships; race, age, and gender discrimination complaints; sexual harassment; occupational safety and health; reasonable accommodation of the disabled; and wrongful termination as well as other problems stemming from governmental regulations and court

actions. Drawing on the authors' vast research and frontline experience with a wide variety of corporations and organizations, this important book examines successful responses to universal workplace problems and conflicts. In addition, the book is filled with illuminating case examples and stories from organizations, such as Brown and Root, Kaufman and Broad, Warner Brothers, Universal-Studios, Kaiser Permanente, the United States Postal Service, Johnson & Johnson, Shell, Prudential, and others, that have instituted systems of dispute resolution in response to ongoing destructive conflict, expensive litigation, and crippling settlements. This book offers an enormously useful approach for the application of the most up-to-date systems of organizational conflict resolution and shows how this approach can work in specific situations to save time and money.

Mediating Legal Disputes Nov 15 2023 "This book explains how to mediate legal disputes-cases serious enough for parties to hire lawyers to represent them-and describes the techniques you can use to resolve them"--

The Conflict Resolution Toolbox Apr 08 2023 In real-life conflict resolution situations, one size does not fit all. Just as a mechanic does not fix every car with the same tool, the conflict resolution practitioner cannot hope to resolve every dispute using the same technique. Practitioners need to be comfortable with a wide variety of tools to diagnose different problems, in vastly different circumstances, with different people, and resolve these conflicts effectively. The Conflict Resolution Toolbox gives you all the tools you

need: eight different models for dealing with the many conflict situations you encounter in your practice. It shows mediators, negotiators, managers, and anyone needing to resolve conflict how to simply and effectively understand and assess the situations of conflict they face. And it goes a step further, offering specific, practical guidance on how to intervene to resolve the conflict successfully. Updated with new chapters (based on reader and colleague feedback), a new foreword, and a new introduction, the remaining chapters will also be updated as needed to be more 'current' (updated examples, stories, case studies, etc.).

Mediate, Don't Litigate May 17 2021 Lovenheim encourages the use of mediation as a quick, private, inexpensive, fair, and effective way to resolve most disputes without the need for lawsuits. In addition, he argues, it protects your privacy and dignity by preventing exposure to the media. He discusses the process of mediation in general, and also explains the advantages of specific types of mediation: divorce, business, and community disputes. ISBN 0-07-038832-6: \$19.95.

New Jersey Arbitration Mar 15 2021 New Jersey Arbitration is a first hand guide to arbitration for practitioners and arbitrators alike, written from the perspective of what an experienced arbitrator looks for in the hearing process. Judge Dreier, a retired Presiding Judge of the Appellate Division of the Superior Court of New Jersey, is a long-time arbitrator and mediator. He provides helpful advice with tips on what you can expect in a typical hearing --and what will be expected of you. New for 2014: o Preliminary

conferences o Case management and scheduling orders o Management of proceedings o Production of electronically stored documents o Sanctions for "willful non-compliance" with arbitrator's award o Procedure for failure to pre-pay arbitrator's fees o Treatment of dispositive motions

Mediation in the Campus Community Nov 03 2022 Sponsored by the Conflict Resolution Education Network "Far and away the most comprehensive guide available....

Warters presents a wide range of possible program structures and provides the information that organizers and participants need to select the best option." --James B. Boskey (1942-1999), former editor and publisher, *The Alternative Newsletter*, and former professor of law, Seton Hall Law School, New Jersey "Professionally written, logically organized, and delivered in a personal style that is appealing to the reader.... A thoughtful balance of theory with pragmatic suggestions for developing and integrating a mediation program on campus." --Roger Witherspoon, vice president, Student Development, John Jay College of Criminal Justice "Warters not only conveys the need for mediation on campus, but the importance of relating mediation to existing mechanisms such as student judicial affairs and other grievance processes." --Gene Zdziarski, developer of Student Conflict Resolution Services and associate director of Student Life, Texas A&M University, and former board member of the Association for Student Judicial Affairs Learn how to design, implement, manage, and evaluate mediation and conflict resolution programs on all types of campuses.

William C. Warters--a widely-known authority on dispute resolution in higher education--offers administrators, faculty, student services professionals, and student groups step-by-step advice on mediation program development. He draws on case examples and ideas from campuses across the country to illustrate strategies for developing creative and effective responses to conflict. Readers will find a ten-step guide for creating new programs, plus advice on staff training, program promotion, results evaluation, and more. Sample forms, policy language, promotional materials, mission statements, assessment questions, and a case management script are among the many resources provided in this guide.

Managing High Conflict People in Court Apr 27 2022 This book is designed for judicial officers to use in managing people with high conflict personalities in any courtroom, with an emphasis on family court litigants. This easy-to-read booklet provides judicial officers with accurate and authoritative information about the subject matters covered. It describes general principles and suggestions for judicial officers to immediately put into practice.

Education and Mediation Jun 29 2022

Business Dispute Resolution Jul 11 2023 Cavenagh (business law and conflict resolution, North Central College, Illinois) sets out the details of the dispute resolution programs at nine successful companies, describes the companies' reasons for creating the programs, assesses the programs, and predicts trends in law and business relating to

Road to Resolution May 21 2024

Alternative Dispute Resolution Sep 13 2023

Commercial Mediation Practice Guide Aug 20 2021 "This book is intended to serve as a practical guide to assist both lawyers and non-lawyer business executives in effectively navigating and succeeding in the landscape of commercial mediation. This third edition of the Commercial Mediation Practice Guide continues to offer the reader a user friendly guide to the process of mediation and offers checklists wherever possible"--

Facilitating Conflict Resolution in Union-management Relations Sep 20 2021

Annual Directory of Alternative Dispute Resolution Organizations in the United States
Oct 14 2023

Dispute Resolution Jan 05 2023

Mediation Practice Guide Jun 17 2021 Written in a user-friendly style, the book is intended for lawyers and businesspersons alike and provides invaluable and straightforward understanding of key suitability, preparation and advocacy issues in mediation.

Mediating High Conflict Disputes May 09 2023 High conflict mediation requires a paradigm shift from traditional mediation--high conflict experts Bill Eddy and Michael Lomax show you how. Over the past ten years the authors have been developing and practicing tips for managing high conflict clients in mediation, which is now a fully developed new method called New Ways for Mediation(R). *Mediating High Conflict Disputes* gives all of the little tips which any mediator can use, as well as the step-by-step

structure of the New Ways for Mediation method for those who want to have better control of the process in high conflict cases--or any cases. Bill Eddy is primarily a family mediator in San Diego, California, with a worldwide reputation for training mediators, lawyers, judges and counselors in methods for working with clients with "high conflict" personality disorders or traits. Michael Lomax is a mediator dealing with family, workplace, military and government agency disputes in British Columbia, Canada. Both have provided training in this method for High Conflict Institute over the past ten years. This book is divided into three parts: Part 1 provides a thorough explanation of the thinking and behavior of parties with high conflict personalities, with an emphasis on what does not work and should be avoided. Part 2 provides a detailed description of the New Ways for Mediation method, including several paradigm shifts in each step of the process for greater success. Its similarities and differences with interest-based negotiations and transformative mediation methods are explained. Part 3 includes numerous examples describing cases with special issues in several settings, including family, workplace, and disputes involving government agencies.

High Conflict People in Legal Disputes Aug 12 2023 An easy and practical book for legal professionals or anyone else disputing with someone with a high-conflict personality.

The Dispute Resolution Institute Presents Philadelphia Mass Tort Symposium Jun 22 2024

Contemporary Issues In Mediation - Volume 6 Apr 20 2024 Contemporary Issues in

Mediation (CIIM) Volume 6 builds on the success of the past five volumes as testament to a growing interest of authors and readers in the wide variety of issues that arise with mediation. Readers stand to benefit from a diverse range of topics especially selected for their high quality of research and novelty that cannot be replicated elsewhere. With the recent ratification of the Singapore Convention on Mediation in 2020, there is no doubt that mediation is and will continue to be extremely pertinent in the world of dispute resolution. The COVID-19 situation and evolution of technology has also heralded a new era of cross-border and domestic online dispute resolution. Edited by Singapore's leading expert on mediation and negotiation, Professor Joel Lee, and former Chief Executive Officer of the Singapore International Mediation Institute (SIMI), Marcus Lim, CIIM is a unique and valuable addition to the growing body of mediation and dispute resolution literature.

The Art of Mediation Feb 11 2021 Manual de introducción al proceso de mediación, dirigido a multitud de profesionales que participan en procesos de resolución de conflictos. Se repasan las diversas etapas del proceso, aspectos clave a tener en cuenta (herramientas de comunicación, valores, naturaleza del conflicto, cultura, etc.), y cuestiones prácticas profesionales. Se ofrecen además, un conjunto de materiales y supuestos prácticos.

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