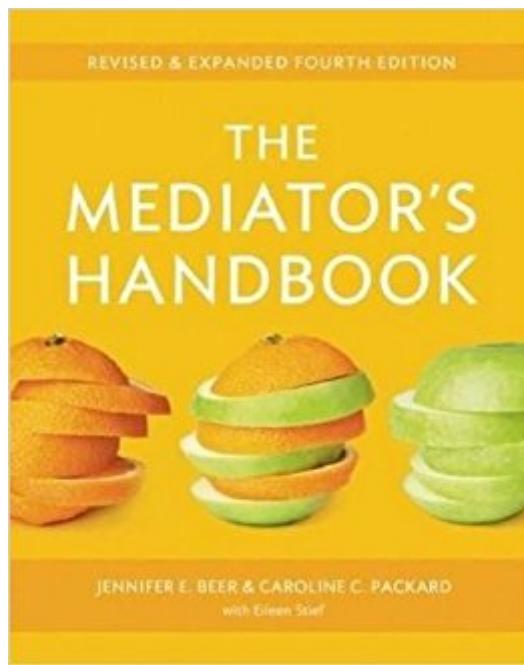


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# The Mediator's Handbook: Revised & Expanded Fourth Edition



## Synopsis

The popular *The Mediator's Handbook* presents a time-tested, adaptable model for helping people work through conflict. Extensively revised to incorporate recent practice and thinking, the accessible manual format lays out a clear structure for new and occasional mediators while offering a detailed, nuanced resource for professionals. Starting with a new chapter on assessing conflict and bringing people to the table, the first section explains the process step by step, from opening conversations and exploring the situation through the phases of finding resolution&#151;deciding on topics, reviewing options, and testing agreements. The "Toolbox" section details the concepts and skills a mediator needs in order to: Understand the conflict, Support the people, Facilitate the process, Guide decision-making. Throughout the book the emphasis is on what the mediator can do or say now, and on the underlying principles and core methods that can help the mediator make wise choices. Long a popular course textbook for high schools, universities, and training programs, *The Mediator's Handbook* is also a valued desk reference for professional mediators and a practical guide for managers, organizers, teachers, and anyone working with clients, customers, volunteers, committees, or teams. Jennifer E. Beer, PhD, mediates organizational conflicts, facilitates meetings, and offers related workshops, regularly teaching a negotiation course at Wharton (University of Pennsylvania). Caroline C. Packard, JD led Friends Conflict Resolution Programs for fifteen years and is an organizational conflict response specialist and mediator based in Philadelphia, Pennsylvania. Eileen Stief developed the mediation process presented in the Handbook, training a generation of mediators to work with community, multi-party, and environmental disputes.

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Can you really make the classic book in its field even better? In this book, authors Jennifer Beer and Caroline Packard prove that, when it comes to mediation, the answer is a resounding “Yes!” • This new edition of *The Mediator’s Handbook* provides new tools, new scripts, and new frameworks that will assist experienced practitioners and novices alike. Based on up-to-date research foundations from anthropology, psychology, and behavioral neuroscience, the authors take us by the hand and lead us step-by-step through the mediation process, suggesting concrete strategies to help people in conflict work through difficult emotions to actionable ideas for resolving their disputes. Bravo! • G. Richard Shell, Thomas Gerrity Professor of Legal Studies and Business Ethics at the Wharton School of Business and author of *Bargaining for Advantage: Negotiation Strategies for Reasonable People* The fourth edition of *The Mediator’s Handbook* continues to improve upon everything that made the original edition a success: user-friendly explanations for every step of the mediation process, starting with what mediation is, to dealing with the most difficult situations that can arise in the course of a dispute. While the Handbook presents itself as being for mediators, those who should have a copy of the Handbook on their shelf include lawyers representing clients in litigation, human resources executives, managers of complex international infrastructure projects, or school counselors dealing with difficult teenagers. In short, *The Mediator’s Handbook* is a comprehensive and practical guide for anyone who regularly deals with conflict. • Michael McIlwraith, co-author of *International Arbitration and Mediation: A Practical Guide*, and host of the podcast “International Dispute Negotiation.” • Plenty of mediation books will give you the kind of language ordinary mediators use “the same language we are used to hearing from other helping professions, such as lawyers, and therapists. What these authors let us in on “is the secret language of outstanding mediators. They generously share hundreds of examples of carefully chosen phrases mediators can use at every step that make the difference between knowing what needs to happen next in mediation, and being able to make it happen.” • Hideaki Irei, Associate Professor, Faculty of Law, Kyushu University The upgrades done to the 4th edition make it a VERY usable manual and I will most definitely recommend it to anyone looking for this kind of manual. When I run my course next year this will be THE manual I have students buy. -- Jonathon Rudy, Elizabethtown College, Global Peacemaking Scholar-in-Residence The *Mediator’s Handbook* is the basic primer for anyone who is seriously interested in resolving conflicts constructively. I have used it in my classroom for the last twenty years. This new edition

gives us even more insights and practical suggestions for how to deal with the complexity of disputes in many different kinds of situations. Beer, Packard and Stief are masters in the mediation field and have much to offer us. An essential addition to the current scholarship and practice.â • Susan Sgorbati, Jones Chair for Social Activism, and former Dean of Faculty, Bennington CollegeThe Mediatorâ ™s Handbook continues to be solid, and speaks to the needs of the participants.â • Mohammed Abu-Nimer, Ph.D., International Peace and Conflict Resolution, School of International Service, American UniversityCan you really make the classic book in its field even better? In this book, authors Jennifer Beer and Caroline Packard prove that, when it comes to mediation, the answer is a resounding &#147;Yes!â • This new edition of The Mediatorâ ™s Handbook provides new tools, new scripts, and new frameworks that will assist experienced practitioners and novices alike. Based on up-to-date research foundations from anthropology, psychology, and behavioral neuroscience, the authors take us by the hand and lead us step-by-step through the mediation process, suggesting concrete strategies to help people in conflict work through difficult emotions to actionable ideas for resolving their disputes. Bravo!&#151; G. Richard Shell, Thomas Gerry Professor of Legal Studies and Business Ethics at the Wharton School of Business and author of Bargaining for Advantage: Negotiation Strategies for Reasonable PeopleThe fourth edition of The Mediatorâ ™s Handbook continues to improve upon everything that made the original edition a success: user-friendly explanations for every step of the mediation process, starting with what mediation is, to dealing with the most difficult situations that can arise in the course of a dispute. While the Handbook presents itself as being for mediators, those who should have a copy of the Handbook on their shelf include lawyers representing clients in litigation, human resources executives, managers of complex international infrastructure projects, or school counselors dealing with difficult teenagers. In short, The Mediatorâ ™s Handbook is a comprehensive and practical guide for anyone who regularly deals with conflict.&#151; Michael McIlwrath, co-author of International Arbitration and Mediation: A Practical Guide, and host of the podcast &#147;International Dispute Negotiationâ •Plenty of mediation books will give you the kind of language ordinary mediators use &#150; the same language we are used to hearing from other helping professions, such as lawyers, and therapists. What these authors let us in on &#150; is the secret language of outstanding mediators. They generously share hundreds of examples of carefully chosen phrases mediators can use at every step that make the difference between knowing what needs to happen next in mediation, and being able to make it happen.&#151; Hideaki Irei, Associate Professor, Faculty of Law, Kyushu UniversityThe upgrades done to the 4th edition make it a VERY usable manual and I will most definitely recommend it to anyone looking for this

kind of manual. When I run my course next year this will be THE manual I have students buy. --  
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I own a nanny agency and am often called in to mediate interpersonal issues between nannies I

place and their employers, my clients. I have no official training in mediation but wanted to have a documented process to add to my tool kit. This book very clearly explains the art of mediation and prepares even a novice like me to be an impartial third party who can mediate in highly emotional and stressful relationships. I feel empowered thanks to this excellent publication!

Quite basic but a great tool.

I agree with the advice given--it is sound advice-- but it is pretty basic and not too helpful to an experienced mediator.

A very good mediation primer. This is what everyone needs to know in the standard 40 hour training.

It is a good book. The service was instant. This is not the book you want to order in the Electronic format, however. You need to hard copy.

This is a fantastic book - It is written in a style that is informative and easy to retain.

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