DESCRIPTION

*Improvisational Negotiation* presents an original approach for mediators, negotiators, and other dispute resolution professionals. Drawing on his own experience plus those of his colleagues, Jeffrey Krivis offers the reader dramatic, well-crafted, and highly instructive stories about people in conflict - families, organizations, corporations - and shows how mediated negotiations help them to reach a successful resolution.

Unlike most books on the topic, *Improvisational Negotiation* does not focus on theory, philosophy, or formulaic procedures. The book highlights entertaining true stories that illuminate the skills and tools a good mediator uses to direct a successful negotiation and then asks the questions: What happened? and What strategies can we learn?

ABOUT THE AUTHOR

Jeffrey Krivis has been a successful mediator and a pioneer in the field for fifteen years and has served as the president of the International Academy of Mediators and the Southern California Mediation Association. Krivis is on the board of visitors of Pepperdine Law School and serves as an adjunct professor of law at the Straus Institute for Dispute Resolution. In 1993 he received the Dispute Resolution Lawyer of the Year Award. Contact him at his Web site, www.firstmediation.com.
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