DESCRIPTION

This handbook invites readers who are interested in mediation, negotiation and conflict resolution to share the perspectives of experts in the field.

- Contributors include scholars, mediators, trainers and negotiators, all of whom are passionate about their work.
- Emphasises both internal and external factors as important sources of influence when negotiating conflicts.
- Explores the cultural and institutional frameworks that have shaped intervention processes.
- Considers what techniques might work when, how and why.
- Demonstrates the sophistication of contemporary studies of mediation, negotiation and conflict resolution.
ABOUT THE AUTHOR

Margaret S. Herrman is the founding CEO of Herrman Group, a consultancy that helps people make decisions. She is also the founding co-principal investigator of the Mediator Skills Project at the University of Georgia. She recently retired as a Senior Associate and Director of Dispute Resolution Services at the Carl Vinson Institute of Government also at the University of Georgia.

FEATURES

• An interdisciplinary Handbook for all those interested in mediation and conflict resolution.

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