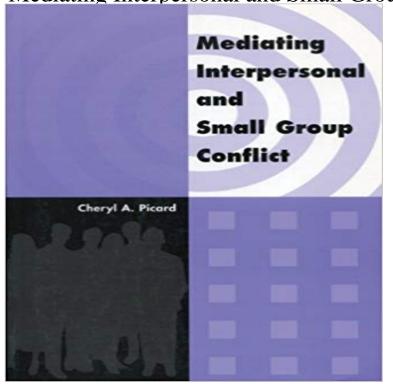
Mediating Interpersonal and Small Group Conflict



This is a guide to the theory and practice of mediation. It sets out a systematic approach to the use of mediation and to assuming the role of mediator. This book will be one of value to individuals interested in becoming mediators, to parties in conflict considering recourse to mediation to resolve issues, to students studying mediation as a dispute resolution alternative, to professionals who mediation techniques in their use day-to-day work, and to practising mediators who wish to expand and update their skills.

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