

Mediation for managers : resolving conflict and rebuilding relationships at work / John Crawley & Katherine Graham.

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Abstrak

PART I: UNDERSTANDING MEDIATION: The potential of mediation -- The cost and value of conflict -- The mediation approach -- PART II: MEDIATION IN ACTION: A map of the process -- Working with the parties separately -- A joint mediation session -- Moving on -- Mediating a high-conflict situation -- Using mediation for group disputes -- PART III: DAY-TO-DAY MEDIATION SKILLS: Maintaining dialogue under pressure -- Responding constructively to the "isms" -- Investigating sensitive issues -- Getting mediation into your organizatio