

Table of Contents

Foreword	–	
Chapter 1	Introduction – Why mediation?	– 1
Chapter 2	What is Mediation – Using it	– 12
Chapter 3	Role & Skills of Mediators	– 24
Chapter 4	Understanding Conflict	– 68
Chapter 5	Understanding the Thinking process	– 87
Chapter 6	Understanding how Conflicts Start	– 99
Chapter 7	Types of Conflict	– 134
Chapter 8	Investigation of Facts	– 152
Chapter 9	Bringing the Parties Together	– 160
Chapter 10	Communications and Controlling the Process	– 170
Chapter 11	Mediation in Collective Bargaining	– 192
Chapter 12	Analyzing & Seeing things Differently	– 201
Chapter 13	Exploring Settlement	– 225
Chapter 14	Improving Relations at the Workplace	– 246
A Checklist for Mediators	–	258
Bibliography	–	260
Index	–	264