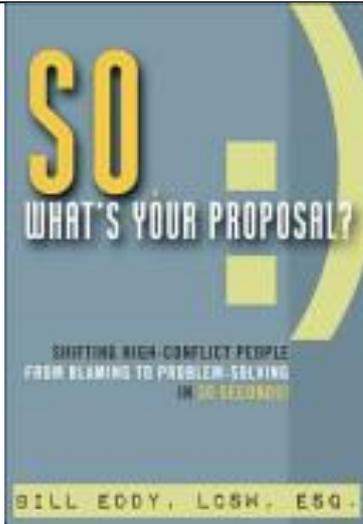


## INSPIRING BOOKS RELATED TO BASIC MEDIATION



### **So What is your Proposal: Shifting High-Conflict People from Blaming to Problem-Solving in 30 Seconds!**

Author: Bill Eddy  
High Conflict Institute Press, 16 September 2014

Complain! Complain! Complain! Have you ever dealt with high-conflict people who blame you or others for one problem after another without taking any responsibility themselves? Don't you feel like wringing their necks?

Instead, consider the simple method taught in this book for getting them out of the past and away from blaming everyone else. Get them to quickly focus on the future, take responsibility and contribute to finding solutions to problems - including those they created themselves or any problem.

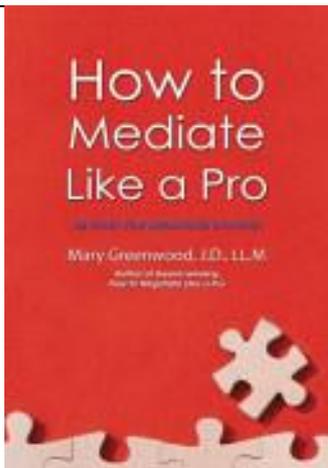
When people complain and blame you, you don't need to defend yourself or get angry back.

Just calmly say: "So, what's your proposal?" and focus on teaching the simple 3-step method explained in this book. This method will help you stay calm and confident, while earning the respect of those around you - even those who want to blame you!

And blame is abundant these days! Every day dozens, if not hundreds, of people confront us at work, at the store, in our communities and online. Nerves get on edge. More and more people get stuck blaming others for anything that goes wrong. With high-conflict people increasing in society, with the 24-hour news cycle, and with Twitter, Facebook and the Internet, we hear constantly about the worst behavior of other people and dozens of terrible problems. The strong temptation is to react and blame others back. However, this just feeds the problem.

This book shifts the conversation from the past and blame, to the future and problem-solving. The book teaches a simple method which can be used by almost anyone. It will help the reader stay calm and confident, while also keeping the focus on solving problems, rather than blaming people.

But it takes practice, which is why this book gives so many examples. The reader will earn the respect of those around him or her. We have seen it happen over and over again - many times in just 30 seconds.



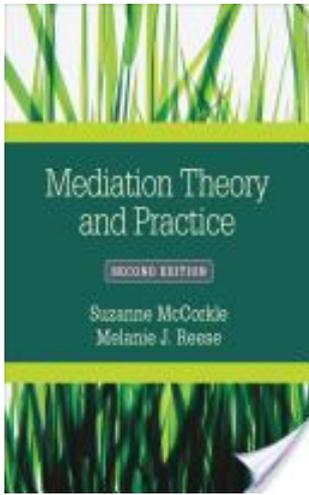
### **How to Mediate Like a Pro: 42 Rules for Mediating Disputes**

Author: Mary Greenwood  
iUniverse, 1 Feb 2008

For over twenty-five years, Author Mary Greenwood has been resolving disputes in her professional career as an Attorney, Mediator, Human Resources Director, Union Negotiator, and Labour Arbitrator. Her book "How to Negotiate Like a Pro," Which has won six book awards, was based on her experience as a Union Negotiator. The sequel "How to Mediate Like a Pro" is based on her experience as a Mediator in over 7000 cases.

Greenwood noticed that there were certain Rules or characteristics of the cases that settled that were not present in the cases that did not settle. Among those rules you will find the following: Be A Devil's Advocate, You Can Mediate With A Lunatic, Everyone Makes Mistakes, Let The Parties Tell Their Story, Know When To Fold.

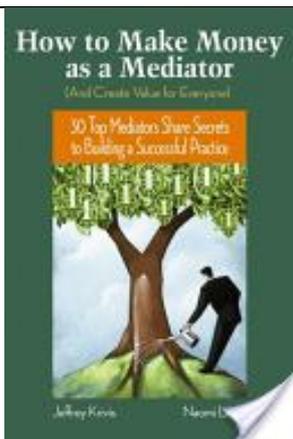
Greenwood lists each rule and script and offers a concise explanation on how and when to use it in Mediation. "How to Mediate Like a Pro" presents strategies and practical tips for the Mediation process? It will give you insight on how to deal with difficult parties, how to break an impasse and how to close the deal. After you read this book, you will be able to Mediate Like A Pro.



## Mediation Theory and Practice, Second Edition

Authors: Suzanne McCorkle, Melanie J Reese  
Sage Publications, 21 Apr 2014

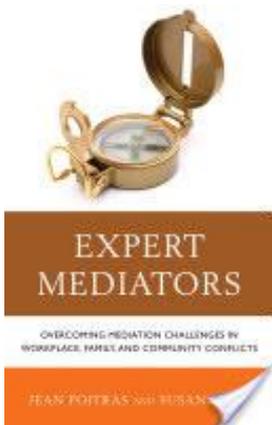
Blending theory and research with practical application, *Mediation Theory and Practice, Second Edition*, by Suzanne McCorkle and Melanie J. Reese, provides a thorough introduction to today's ever expanding world of mediation, including updated research and new cases for analysis. Innovative yet practical, research-based yet readable, the book provides an overview of the basic principles of mediation in a variety of contexts to help readers understand mediation and its role in today's society. Throughout the book, the authors help readers develop foundational mediation skills, including issue identification, setting the agenda for negotiation, problem solving, settlement, and closure. Case studies and examples in every chapter, plus an appendix of role-playing scenarios, make this book ideal for both college courses and certification training programs.



## How To Make Money as a Mediator (And Create Value for Everyone): 30 Top Mediators Share Secrets to Building a Successful Practice

Authors: Jeffrey Kravis, Naomi Lucks  
John Wiley & Sons, 6 Jan 2011

"How to Make Money as a Mediator" "(and Create Value for Everyone)" is an invaluable and inspirational resource filled with practical, proven, and down-to-earth information on how you can develop a satisfying and lucrative career as a mediator, no matter what your area of interest-labour and employment mediation, intellectual property, environment, personal injury, family and divorce, contract, securities, or international peacekeeping.



## Expert Mediators: Overcoming Mediation Challenges in Workplace, Family, and Community Conflicts

Authors: Jean Poitras, Susan Raines  
Rowman & Littlefield, 2013

In the last three decades, mediation has been increasingly used in the United States and elsewhere. Much has been written about the philosophical underpinnings and ethical dilemmas of mediation as well as its applications both within judicial systems and beyond the limits of these systems. However, some very basic challenges remain: How can entrenched positions, strong emotions, and cultural differences be dealt with? Mediation expertise is truly achieved when a mediator learns to overcome these challenges through experience and intuition.

To speed up the learning curve of mediation expertise, Jean Poitras and Susan Raines have benchmarked the mediation process in *Expert Mediators: Overcoming Mediation Challenges in Workplace, Family, and Community Conflicts*. Tapping the experience and wisdom of over 175 highly qualified mediators from across different realms of the mediation practice (e.g., family mediation, workplace mediation, commercial mediation) and across geographic regions (e.g., U.S., Australia, Europe, Israel, Canada), this book integrates best practices in order to improve the performance of mediators. For each proposed strategy, this book discusses conditions under which each practice should be used as well as approaches to mitigate risks associated with using each strategy and technique.