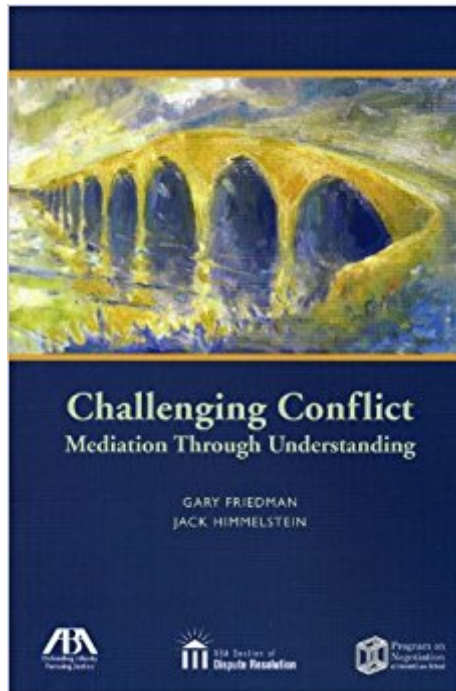




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# Challenging Conflict: Mediation Through Understanding



## Synopsis

Published with Harvard's Program on Negotiation, this book provides an analysis of understanding conflict and offers a way to work together to make decisions that resolve disputes. The authors explain how to meet conflict itself in an effort to understand how individuals can relate to it, and use it effectively in mediation. Divided into four parts-choosing to mediate, deepening understanding of the process, challenges in working together, and devising a resolution.

## Book Information

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## Customer Reviews

Mediators and practicing lawyers using mediation should read this book. The authors explain a model for mediation that is different from how most people usually expect a commercial mediation to be conducted. The model does not use caucusing at all and these writers explain that they will not mediate using the traditional model. It is a fascinating journey through ten real-life mediations that the authors conducted using this model and why they believe so thoroughly in it. Even if mediator/lawyer-reader decides not to use the model in practice there is much relating to constructive resolution of conflict that can be applied in the traditional mediation models and even in non-mediated conflict resolution discourse.

I believe that the understanding-based approach to conflict mediation as explained and demonstrated by case studies by Friedman is perhaps the best model I've seen thus far and I believe it lines up more closely with biblical conflict management principles than does the transformative theory of mediation (at least as presented by Bush and Folger). I understand neither

of these books sets out to explore the biblical principles of conflict management and mediation, but I'm just saying that the understanding-based approach seems to more naturally align itself with Scripture.

This book should be a must read for everyone who works with people in conflict. It is a unique and profoundly effective model for assisting people to reach mutually acceptable resolution of their conflicts through truly understanding their needs, as well as the needs of the others with whom they are in conflict. I have recommended it to my colleagues and we chose it as a book for our year long book study. It is one of the few books that I have read again and again, each time experiencing another "ah ha moment".

I took this course a few years back and learned much about Mediation. Gary Friedman is a pro in every sense of the word. I was recently having lunch with a long term very experienced mediator. He has a different style and was interested in seeing Mr. Friedman's process which is more inclusive rather than separate meetings. I sent this as a gift. Much appreciated

The mediation model is extremely well presented with cases, educative, and significantly persuasive. And, as a bonus, it is entertaining!

I use this book as required text for my Conflict Resolution students. It is a book that is basically broken down into true stories of conflict resolution. The authors break the stories with narrative guides of the concepts and integrate very well.

Good mediation text book.

It is a great window into using a more transformative approach to mediation. I learned a lot from this book and I greatly look forward to re-reading it! Michael Tramble J.D. -Mediator

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