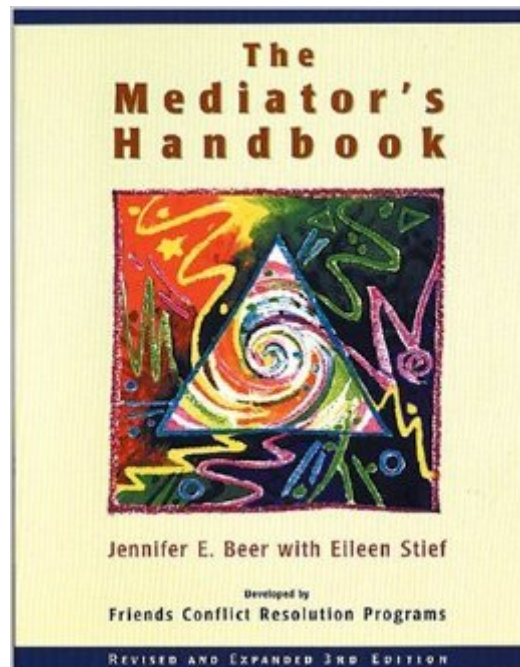


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# The Mediator's Handbook



## Synopsis

The field of mediation has expanded dramatically since Friends Conflict Resolution Programs published the original *Mediator's Handbook* in 1982, the first "how-to" mediation manual available to the public. Since then, mediation has evolved from an alternative approach to conflict resolution for community activists to a process that has become part of our everyday landscape. Continuously in print for fifteen years, *The Mediator's Handbook* provides a time-tested, flexible model for effective mediation in diverse environments and situations. Completely revised, the new edition provides a clear overview of mediation and conflict; a section that walks through each step in the mediation process; a large "Toolbox" section that details the skills and approaches used by professional mediators; and a final section that looks at informal mediation. Whether new to the art of mediation or an experienced professional, people working in corporations, government agencies, community organizations, schools, and any other situation where there is a need to build bridges between diverse perspectives will find *The Mediator's Handbook* a valuable resource. Jennifer E. Beer is the author of the original *Mediator's Handbook* and helped develop Friends Conflict Resolution Programs' well-known mediation training course. She is the founder of JB Intercultural Consulting. Eileen Stief created FCRP's mediation program and training course 20 years ago. She is now a partner in PennACCORD Associates, a firm specializing in dispute resolution and conflict management. She is co-author of FCRP's *School Mediation Trainer's Manual*. Friends Conflict Resolution Programs is a program of the Philadelphia Yearly Meeting of the Religious Society of Friends (Quakers) and is one of the longest-running mediation programs in the United States.

## Book Information

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## Customer Reviews

Alternative dispute resolution (ADR) has received lots of attention over the last decade or so, and I'd like it to receive more. Here's a good place to start. As an [ahem] older law student, I recently signed up to participate in a mediation program through a local courthouse. As I looked around for helpful references, my eye fell naturally on this modern classic by Jennifer Beer. Continuously in print since 1982 and now in its third edition, it's probably the book that did most to teach the American public how to "do" mediation. It's full of nuts-and-bolts advice on everything from what to say to where to put the chairs. And it's got something some other mediation books lack: a sense of the "spirituality" of mediation. For the techniques in this volume grew out of the Friends Conflict Resolution Programs (FCRP). And the Religious Society of Friends ("Quakers") is pretty good at conflict resolution. (It's those "meetings." Some readers may know that in the early days of the United States, a half-century or so before the Emancipation Proclamation, the Friends unilaterally, voluntarily, and unanimously freed every last one of their slaves -- and paid them to boot, if I'm not mistaken. And anybody who has ever attended a Quaker meeting will understand why, even if they've never heard of John Woolman.) I've got quite a few Quakers in my family tree, so I'm pleased by this approach. But it's very understated and mostly behind the scenes, so the casual reader will notice only that the book has a certain mood or tone. What's really going on is that the mediation advice herein is implicitly predicated on the presumption that people are competent to settle their own disputes because each of them has "that of God" within.

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