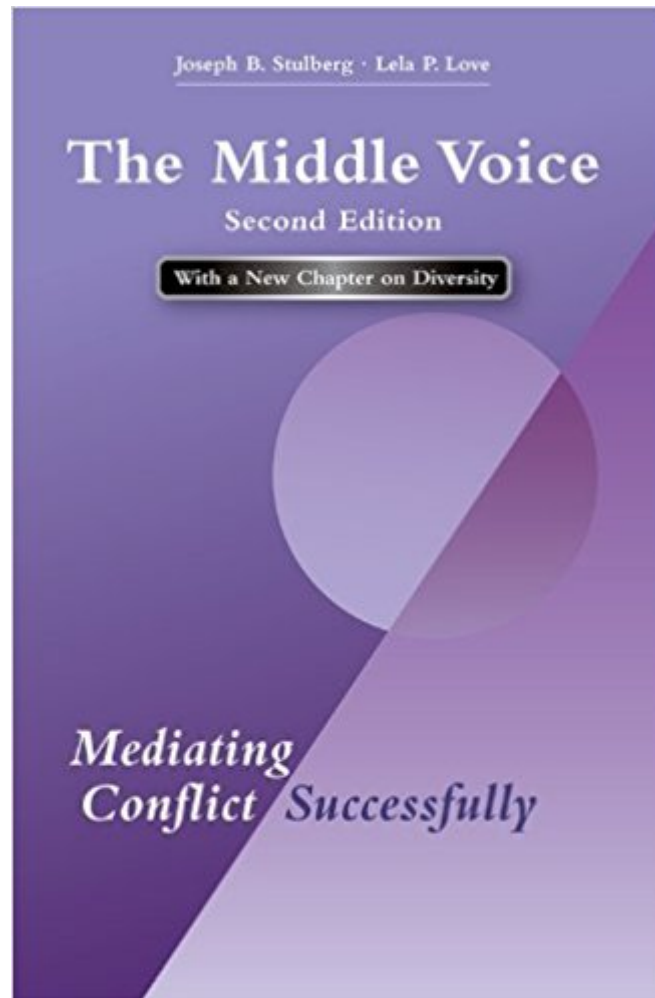




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The Middle Voice: Mediating Conflict Successfully, Second Edition



Synopsis

Everyone mediates. The only question is: how well? Whether you want to be a better professional mediator or, in your role as supervisor, co-worker, parent, organizational leader or community or political activist you want to more successfully manage conflict, this book is for you. It is written in a clear, engaging style. Through its diverse examples and focus on concrete problem-solving strategies and tactics, it is a relevant, effective guide for any citizen. With its important new chapter providing guidance on managing conflicts laced with diversity dynamics, *The Middle Voice* describes the role of a mediator and the skills and knowledge necessary to conduct a successful process. In a historical era of polarized tensions and escalating conflict, *The Middle Voice* is an essential read for gaining confidence in, and knowledge about, resolving conflicts constructively and fairly.

Book Information

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This is an excellent book that is user friendly and well written!

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Great resource for the beginning or experienced mediator. This book provides practical and wise insights to assist in effective mediation.

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