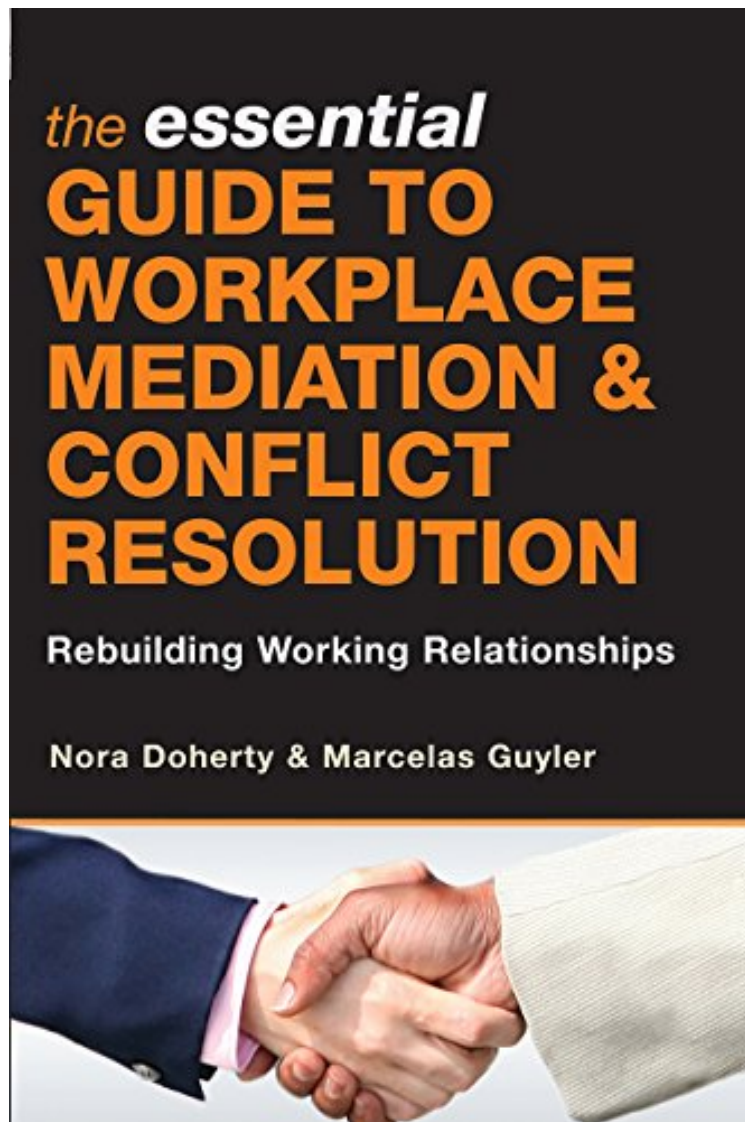


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The Essential Guide to Workplace Mediation and Conflict Resolution: Rebuilding Working Relationships

Nora Doherty, Marcelas Guylar

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The Essential Guide to Workplace Mediation and Conflict Resolution examines the nature, process, uses and skills for employing and using mediation. The authors examine what mediation is and how it can be successfully applied to resolve issues, by presenting a range of techniques and case studies. Applicable to not only one-on-one conflict, but also at team and board room level, this is the book for you whether you are in the front line and have to anticipate, preempt or defuse conflicts in support of productive working relationships, are already a mediator or are training to become one.