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Résumé ou extrait : "The Mediation Handbook is an essential companion for anyone who is involved in mediation, whether as a mediator or as a party. The authors, who have been involved in a number of complex mediations, leverage best practices, theory, concepts and tools. At the same time practical and academically grounded, the book distills and critically analyzes the experience of reflective practitioners in the mediation field. It is systematically empathetic in its approach, seeking to accompany the readers in mediation so that they understand the causes and consequences of conflict, as well as ways of overcoming it constructively. This book will cover: * Examples from various domains of mediation * Difficult situations and how to manage them productively * Step-by-step approach to a mediation session * Mediation traps and how to avoid them * Ethics of mediation The Mediation Handbook is essential reading for anyone who wants to develop a personalized approach to mediation." (éd.)

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Gestion des conflits
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