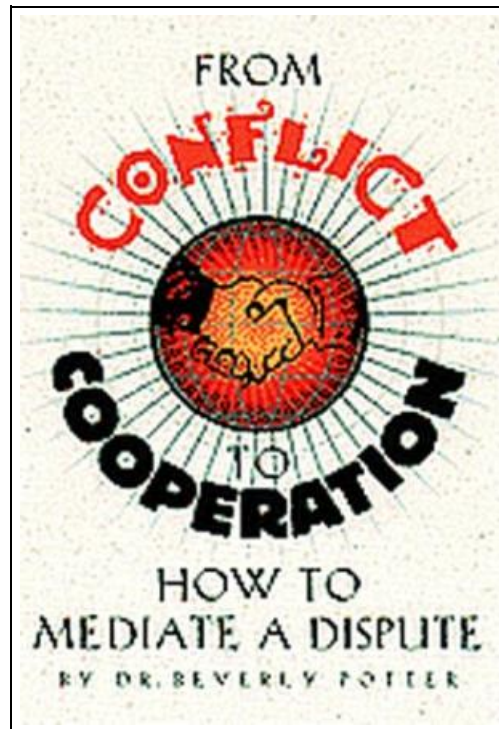


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Ronin Publishing, United States, 1996. Paperback. Book Condition: New. 228 x 153 mm. Language: English . Brand New Book. This presents effective techniques for resolving disputes. This excellent source can serve as a basic training manual for you who are involved in mediating disputes. The extensive array of real-life examples of typical scripts that may play out in situations that will help you clarify these ideas. These are powerful tools for anyone caught in the middle of other people s disputes. It shows how effective mediators can pull people together to produce creative solutions. With hands-on methods and realistic scenarios and techniques. It shows how conflict can be an opportunity to control disputants and avoid outbursts, set a problem solving tone, uncover the nature and scope of the dispute, interview angry people and keep them on track. A Dewey Decimal Number has been added for easy library filing.



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