



Challenging Conflict: Mediation Through Understanding

Gary Friedman, Jack Himmelstein

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Published with Harvard's Program on Negotiation, this book provides an analysis of understanding conflict and offers a way to work together to make decisions that resolve disputes. The authors explain how to meet conflict itself in an effort to understand how individuals can relate to it, and use it effectively in mediation. Divided into four parts-choosing to mediate, deepening understanding of the process, challenges in working together, and devising a resolution.

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