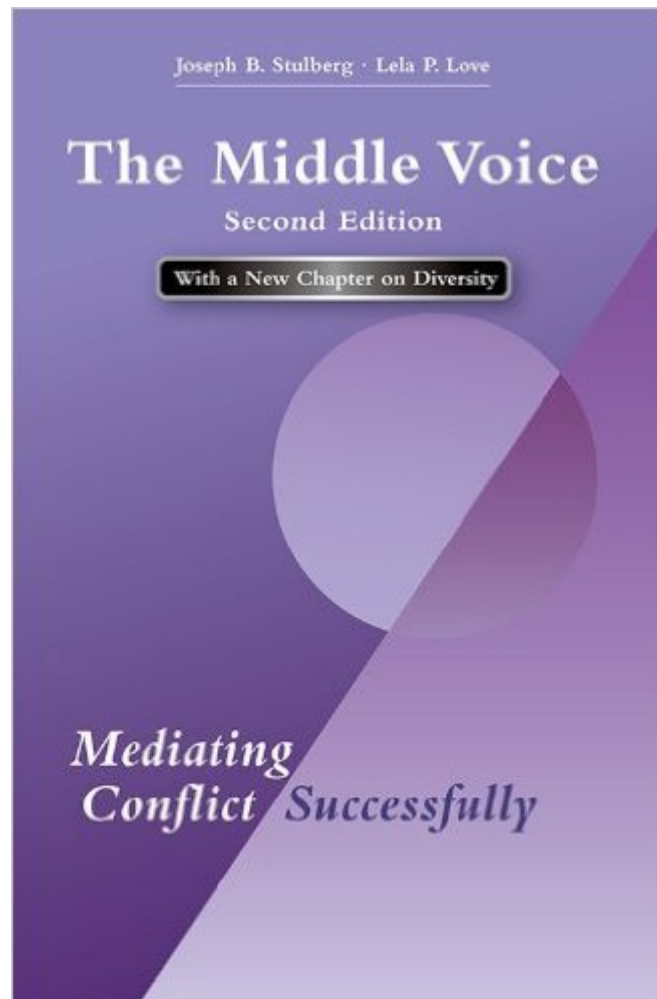


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# The Middle Voice: Mediating Conflict Successfully, Second Edition



## 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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## Customer Reviews

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

Exactly as advertised. Very Satisfied with the product!

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

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