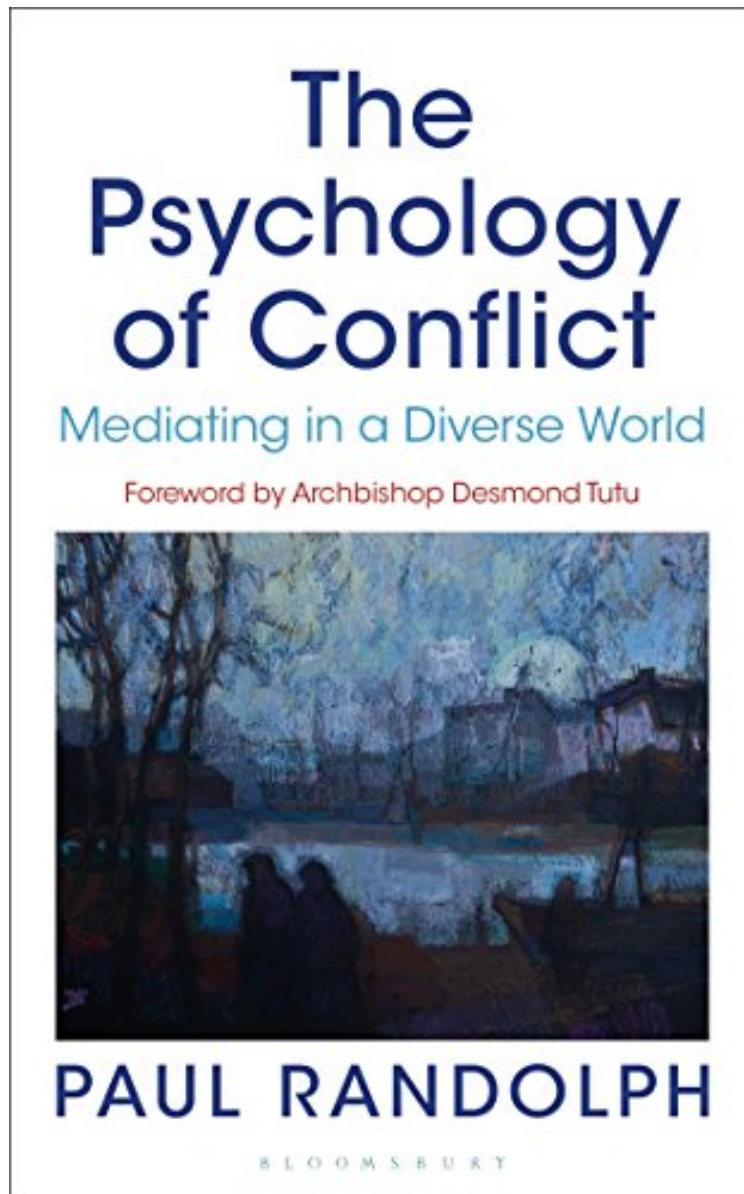


# The Psychology of Conflict: Mediating in a Diverse World

*Paul Randolph*

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**Paul Randolph : The Psychology of Conflict: Mediating in a Diverse World** before purchasing it in order to gage whether or not it would be worth my time, and all praised The Psychology of Conflict: Mediating in a Diverse World:

This practical guide, with a foreword by Nobel Laureate Archbishop Desmond Tutu, will assist those interested in

conflict resolution to better understand the psychological processes of parties in conflict and mediation. As Randolph argues, psychology is increasingly perceived by lawyers as a vital tool for resolving conflicts in the litigation environment, whether in commercial, family, community or employment disputes. With an ever-growing demand for mediators across international borders, the psychologically-informed mediator can also provide much needed facilitation in global trade and peace negotiations, as well as being invaluable in helping to resolve a variety of political and international conflicts.

A very readable description of the art of mediation by an acknowledged master in the field. \* Sir Henry Brooke \* This book is a breath of fresh air. It is a simple and convincing account of those basic human frailties - the need for self-esteem, the need for control - that can cause and exacerbate conflict; and it is a useful manual for all those mediators called on to unravel the knot, not by mere logic, but by an understanding of how people really work. \* Boris Johnson \* Each chapter of this book reveals some pearl of wisdom synthesized from the author's wide experience of law and psychotherapy, wisdom which will help you understand how the dispute developed but also, and more importantly, how best to resolve it. \* Sir Alan Ward, Chair of the Civil Mediation Council \* About the Author Paul Randolph is a highly experienced mediator, trainer, lecturer and author. Following 35 years at the Bar as a litigator, Paul moved to being a full time mediator in 2007. He now has considerable experience in mediating in a very wide variety of disputes, from Commercial and Contractual cases to Family, Employment and Workplace disputes. He is Course Leader on a Mediation Course at the School of Psychotherapy and Counselling Psychology (SPCP), Regent's College, London.