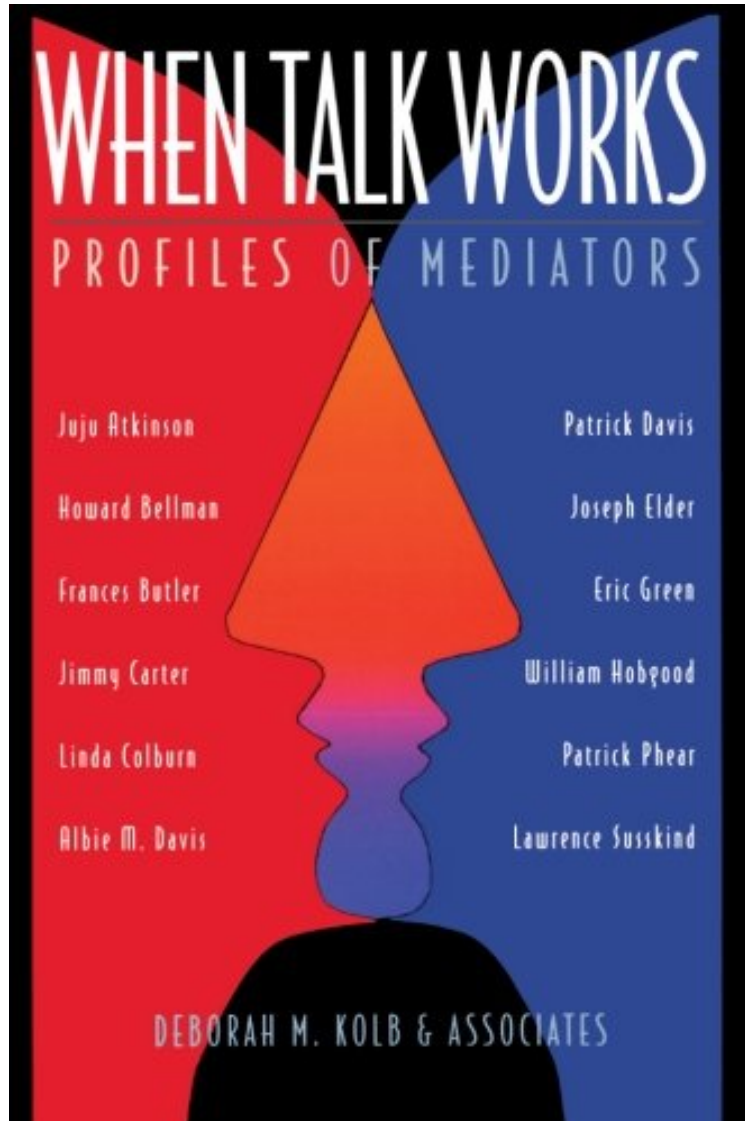


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When Talk Works: Profiles of Mediators

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From Jossey-Bass : When Talk Works: Profiles of Mediators before purchasing it in order to gauge whether or not it would be worth my time, and all praised When Talk Works: Profiles of Mediators:

0 of 1 people found the following review helpful. Not what I wanted. By Customer My definition of mediation is tighter than what is shown. The range of mediators presented was interesting, but not ultimately what I wanted to read. I got it because my PhD advisor was included. Go Joe Elder.

An intimate look at how twelve mediators achieve extraordinary results. At last, Deborah Kolb's collection of interview-based profiles of mediators at work is available in paperback. Written in the style of the New Yorker, the book consists of twelve personal and compelling stories of successful mediators for all areas of our society. Kolb reveals who they are and what techniques they use to achieve results. "The best examination of what mediators actually do. Anyone who wants to settle a dispute will learn from these profiles." Roger Fisher, coauthor, *Getting to Yes*

"Insightful and highly readable. The best examination of what successful mediators actually do. Anyone who wants to settle a dispute will learn a lot from these profiles." --Roger Fisher, coauthor, *Getting to Yes* "All mediators, and anyone else who practices or is interested in alternative dispute resolution, will be interested in this book." --Mary P. Rowe, ombudsperson, Massachusetts Institute of Technology "A must read for anyone contemplating the practice of alternative dispute resolution as a mediator or using the services of a mediator." --Wallace Warfield, George Mason University, and former president, Society of Professionals in Dispute Resolution

From the Inside Flap
Twelve personal, interview-based profiles in the style of *The New Yorker* present an inside view of mediators at work: who they are and what techniques they use to achieve successful results in all areas of our society where conflicts arise--from business, law, and public policy to public education, the environment, and labor relations. Compelling stories illustrate the many ways to "make talk work," offering insights to mediators currently working in the field, those seeking to enter the profession, and others who find that mediation skills are critical to success in their careers.

From the Back Cover
Climb into the heads of some of the most respected mediators in the business. Jimmy Carter, Linda Colburn, Lawrence Susskind and other luminaries take you behind the scenes and share their insights, techniques, and experiences in twelve personal, interview-based profiles. Their compelling stories illustrate the many ways to "make talk work," making this a uniquely pragmatic, inspiring resource for both working practitioners and aspirants to the field.