



## When Push Comes to Shove: A Practical Guide to Mediating Disputes

By Slaikeu, Karl A.

Jossey-Bass, 1996. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Part One : The Mediator's Mindset.1. The Conflict Management Continuum.2. How to Analyze a Dispute.3. Gearing Up. Part Two: Initial Contact.4. Telephone Contact.5. Setting the Table.6. The Opening Meeting: Standard Agenda. Part Three: Caucuses.7. Caucus Checkpoints.8. Case Examples.9. The "One Text" Worksheet. Part Four: Shuttle/Joint Meetings.10. Planning the Next Round.11. The SOS (Summaries, Offers, Summaries) Model.12. Resolving Impasses. Part Five: Closing.13. Testing the Agreement/Declaring Impasse.14. Drafting.15. Adjournment and Other Ceremonies. Part Six: Variations.16. Mediating "On the Fly": One-Session Reconciliation. Appendix A: Communications Skills Review. Appendix B: Sample Ground Rules and Forms. Appendix C: Professional Organizations. Appendix D: Further Reading.



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