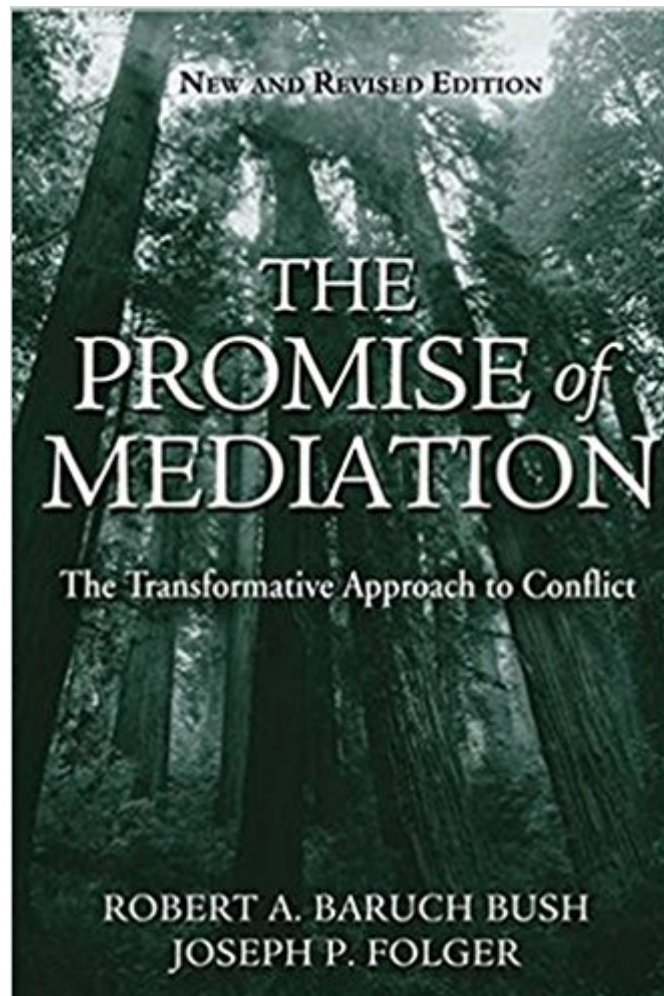




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The Promise Of Mediation: The Transformative Approach To Conflict



Synopsis

The award-winning first edition of *The Promise of Mediation*, published ten years ago, is a landmark classic that changed the field's understanding of the theory and practice of conflict intervention. That volume first articulated the "transformative model" of mediation, which greatly humanized the vision of how the mediation process could help parties in conflict. In the past decade, the transformative model has proved itself and gained increasing acceptance. It is now being used in such diverse arenas as workplace, community, family, organizational, and public policy conflicts, among others. In this new edition, the authors draw on a decade of work in theory development, training, practice, research, and assessment to present a thoroughly revised and updated account of the transformative model of mediation and its practical application, including a compelling description of how the field has moved toward increasing acceptance of the transformative model a new and clearer presentation of the theory and practices of transformative mediation, with many concrete examples a new case study that provides a vivid picture of the model in practice, with a commentary full of new information about how to use it effectively clarifications of common misconceptions about the model a vision for the future that shows how the model can coexist with other approaches and where the "market" for transformative mediation is emerging This volume is a foundational resource on transformative practice, for both readers of the first edition and new readers - including mediators, facilitators, lawyers, administrators, human resource professionals, policymakers, and conflict resolution researchers and educators. More generally, this book will strike a chord with anyone interested in humanizing our social institutions and building on a relational vision of society.

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Customer Reviews

"I recommend this book as it provokes creative thought, encompasses positive aspirational goals and broadens the perspective of practicing mediators." (IAM Mediation Newsletter; 12/1/2004)

“The Promise of Mediation has been the single most significant influence on the modern ADR movement. This brilliant work serves as a constant reminder that mediation is about more than settling cases. Any serious student of the mediation process would be enlightened by the imaginative approach taken by the authors, and this new edition adds a wealth of new detail and substance about the approach, drawn from a decade’s experience applying it in many different contexts.” --James Alfini, president and dean, South Texas College of Law, Houston, Texas

“The Promise of Mediation provides a road map for mediating workplace disputes in corporate America. Rather than pushing parties to settle, transformative mediation provides a process for employees to really work through their differences so they can move forward with a positive outlook and get back to business productively. I saw firsthand how transformative mediation improved the workplace culture at the United States Postal Service, and I have no doubt that its potential for impact on corporate America is significant. A must-read for human resource professionals, corporate counsel, and all managers committed to improving the workplace through building greater understanding between employees.” --Cynthia J. Hallberlin, founder of REDRESS Mediation Program and former ADR Counsel of the United States Postal Service

“Bush and Folger have once again provided the field with a book that inspires and challenges us to reconnect with the reason many of us became involved with mediation in the first place. In the ten years since Bush and Folger wrote The Promise of Mediation, they have gained experience and grown in clarity regarding transformative mediation, and they skillfully share this through the second edition. It is clear that transformative mediation is here to stay and that it will continue to have a profound and enriching impact on the field.” --Sharon Press, director, Florida Dispute Resolution Center, and former president, SPIDR

“In recent years, we have witnessed the erosion of the core values of mediation in favor of service to the forces of professionalism and legalism. The first edition of The Promise of Mediation served as a stunning reminder of the potential of mediation to empower individuals and communities in conflict. I credit Bush and Folger with reminding the field of its core values. Since the first edition, they have worked tirelessly to support the development of a practice congruent with these values. I believe that their efforts have produced a new model of mediation, one that provides a unique role for the mediator especially the community citizen mediator. When we use the

transformative model, we're offering a form of help that no one else in society is offering to our fellow citizens." --Thomas Wahrab, member, board of directors, National Association for Community Mediation, and coordinator, Dayton (Ohio) Mediation Center "Being human is what human beings do. Yet our approaches to conflict analysis and resolution often dehumanize conflicts, by marginalizing emotions and avoiding discussion of painful histories. In this book, Bush and Folger help us re-imagine mediation within a relational framework where emotions and painful histories are essential features of the conflict transformation process. This framework not only focuses on the connection between people, but also favors reflection on the parties' experiences, as human beings. And by implication, mediators, as human beings, are encouraged to trust the parties in terms of their ability to move through the problems. Conflict is thus reframed as a contribution to the development of interaction, rather than a feature of life that needs 'management.' While this book contributes to our understanding of a model of mediation, it also humanizes conflict, and in the process celebrates what it means to be a human being." --Sara Cobb, director, Institute for Conflict Analysis and Resolution, George Mason University

It was well worth the time to read this book. The book makes the case for Transformative mediation, and shows how letting go of a strict and strongly held focus on settlements, and control. The mediator can make room for a transformative mediation where the focus is more "client centered" on each participant in the mediation. By "mirroring" their respective ideas and feelings, they get more clear, and with a more clear view of their own standpoint, they can feel empowered and more safe, which can lead to less defensiveness and sometimes more recognition of the other side's perspective, and flexibility in their actions. That in turn when happens sometimes/often lead to a de escalation of the conflict. And then sometimes settlement. Process oriented mediation. This makes sense to me. What I am still chewing on: Unclear standpoint in the book regarding what client groups can benefit from Transformative mediation. The case is made for no selection regarding what type of clients the method can be applied for. And then the book in one single case points to Transformative mediation is insufficient alone in regard to battered women. My understanding of it from the book that there is a conflict between the naive view of conflict in the ideology behind transformative mediation (everybody have the same humanity/potential for making peace), and violent high conflict cases. The underlying philosophy of the book with the feminine/relational view of human interaction, that fails to acknowledge human diversity. It stands for a romantic view of human nature that is not in line with evolutionary theory (or the picture the bible paints of humanity after eden), history or everyday

life. Some people are more calm, some people are more aggressive, some are more egocentric, some are more caring. It is a valid evolutionary strategy to be group centered, and altruistic, it is a valid evolutionary strategy to be group centered, manipulative, aggressive and parasitic. (If psychopathy and egocentrism did not "work" evolution would have made these traits extinct in human nature 1000 of years ago) Transformative mediation as shown in this book with its cases seem to work on "normal" people (and actors with no real conflict) with average to high intelligence. With a normal prosocial personality. Low to medium conflict.

It is a good book. Very detailed of the benefits of the mediation process and outcomes you can expect from the process. Very good book for a student or anyone who desires to understand the mediation process.

superb!

Very Refreshing and informative, as someone new getting in to the field of mediation it gives a new perspective on the practice choices

Useful concepts beyond mediation practice.

Fairly fast shipping. I was in a hurry to get the book, but it did come in the time window they said. The book was a good read. It had a lot of examples as to how to do transformative mediation.

First thanks for the encouragement to read this book from my Brother-N-Law. I finished reading it after having it in my possession for almost two weeks and what a relief to get through it. Although somewhat dry the real part that was interesting was the "Purple House with Julie, Elizabeth, and Bernice. "Putting Transformative Theory in Practice Parts One and Part two". The authors have a way of presenting the case and building on the information that is ultimately connected with chapters 4 and 5 so that you understand the gist of the book. For me also knowing the various theories such as Carol Gilliam (Feminist) in what I learned from other course that I've taken was important. Bottom line is you need trust, and you have to allow yourself to stay neutral in transformative approach to conflict. What I found was that I was hoping that some of what I read would transition itself into training on conflict resolution

and that this book will help facilitate my learning experience. Unfortunately, I did not; however being neutral is a key component that I have taken away into conflict resolution.

Great Condition!1

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