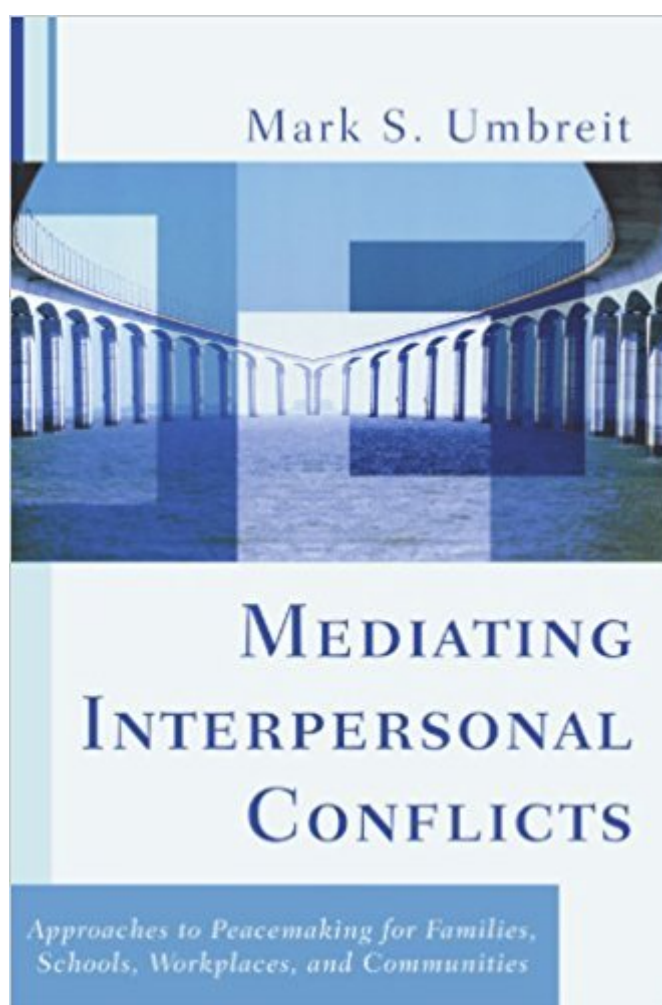


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# Mediating Interpersonal Conflicts: Approaches To Peacemaking For Families, Schools, Workplaces, And Communities



## Synopsis

Description: Conflict is a normal and predictable part of life. How we respond to it, however, determines whether or not the conflict will be destructive. *Mediating Interpersonal Conflicts* is an up-to-date presentation showing how the techniques of negotiation and mediation can be applied in resolving a wide range of conflicts in families, communities, schools, and workplaces. Dr. Umbreit not only clearly outlines the communication, negotiation, and mediation skills involved in effective resolution of interpersonal conflict, he moves the reader beyond the mechanics of mediation to what he calls "a journey of the heart" through a humanistic mediation model that addresses the emotional context of the conflict. Endorsements: "Rather than a narrow 'techniques' approach to conflict resolution, Mark Umbreit provides readers with a broad understanding of the 'whys' of mediation. This is the heart and voice of a dedicated practitioner as well as a skilled observer." --Terry Amsler, Executive Director, The Community Board Program, San Francisco "An excellent introduction to mediation and a first-rate teaching device." --Lois Gold, M.S.W., Past President, Academy of Family Mediators author, *Between Love & Hate: A Guide to Civilized Divorce* "Clear, comprehensive and practical. Anyone working with people problems should have this book at their fingertips." --Dr. Thomas F. Christian, Unified Court System, State of New York, Director, Community Dispute Resolution Centers Program "In highly readable prose, Dr. Umbreit articulates a clear set of values for an approach to mediation that enhances the participants' humanity and educates and equips people for changed behaviors and transformed relationships." --Dean Peachy, Program Director, The Network: Interaction for Conflict Resolution, Waterloo, Ontario, Canada

Contributor(s): Mark Umbreit is the founding Director of the Center for Restorative Justice & Peacemaking at the University of Minnesota, School of Social Work. He also serves on the faculty of the Marquette University Law School in Milwaukee and on the faculty of the Center for Spirituality and Healing in the U. of Minn. Academic Health Center. He has served as a Fellow of the International Centre for Healing and the Law in Kalamazoo, Michigan. Dr. Umbreit is an internationally recognized practitioner and scholar with more than 35 years of experience as a mediator, trainer, researcher, and author of six books and numerous articles in the fields of restorative justice, mediation, and peacemaking. He has conducted training seminars and lectures throughout the world. As a practitioner, he specializes in facilitating dialogue between family survivors/victims of severe violence, primarily homicide, and the offender. He is the author of *Facing Violence: The Path of Restorative Justice & Dialogue*, which reports on the first multi-site study of victim/offender mediation and dialogue in crimes of severe violence.

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