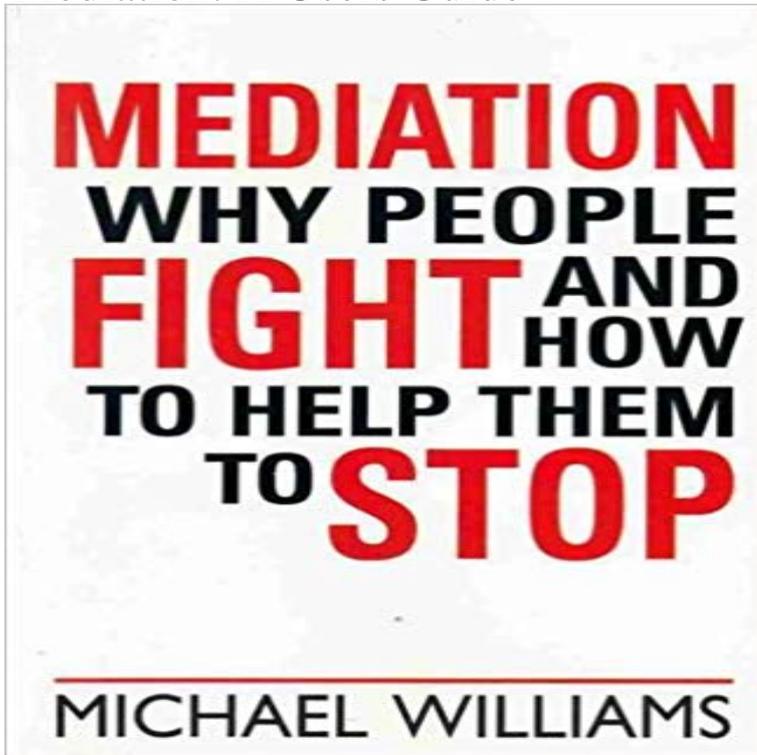


Mediation: A Users Guide



Mediation: Why People Fight and How to Help Them to Stop is written for consumers, people who may need to use a mediator, or whod like to know more about how mediation works. Using straightforward language and a wide range of examples, Michael Williams describes: how a mediator maintains neutrality how issues are reframed to make them easier to resolve some techniques mediators use to help their clients resolve conflicts ethical principles in mediation Michael Williams practiced as a lawyer in Dublin for thirty years before he became a professional mediator. His training is recognised by the prestigious Academy of Family Mediators, and he is also accredited by the Academy as a consultant.

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