

# Contents

Tables and Exhibits	xi
Foreword	xv
by Marlene A. Young	
Preface	xix
Acknowledgments	xxiii
Introduction: Restorative Justice Through Victim Offender Mediation	xxv

## Part One: Philosophy, Practice, and Context

1. Humanistic Mediation: A Transformative Journey of Peacemaking	3
2. Guidelines for Victim-Sensitive Mediation and Dialogue with Offenders with Jean Greenwood	19
3. The Mediation Process: Phases and Tasks with Jean Greenwood	35
4. Multicultural Implications of Victim Offender Mediation with Robert B. Coates	65
5. Case Studies with Terri Grob	85

6. National Survey of Victim Offender Mediation Programs 111  
with Jean Greenwood

7. Program Development Issues 133

### **Part Two: What We Are Learning from Research**

8. The Impact of Victim Offender Mediation: Two Decades of Research 161  
with Robert B. Coates
9. Cross-National Assessment of Victim Offender Mediation 179  
with Robert B. Coates and Ann Warner Roberts
10. Victim Offender Mediation in the United States: A Multisite Assessment 195  
with Robert B. Coates
11. Victim Offender Mediation in Canada: A Multisite Assessment 215
12. Victim Offender Mediation in England: A Multisite Assessment 235  
with Ann Warner Roberts

### **Part Three: Emerging Issues**

13. Advanced Mediation and Dialogue in Crimes of Severe Violence 255  
with William Bradshaw and Robert B. Coates
14. Potential Hazards and Opportunities 291

## Appendixes

A. Resources: Organizations, Publications, Videotapes	315
B. Directory of VOM Programs in the United States	329
C. Program Profiles	351
D. Promising Practices and Innovations	365
E. Summary of Forty VOM Empirical Studies with Robert B. Coates	375
F. Assessing Participant Satisfaction with VOM with William Bradshaw	397
References	407
Index	413
About the Authors	423