Contents

Preface by Kofi A. Annan	xi
Introduction	xii
1. One Mediator, Six Experiences	ring Ahead Jediauan Ne
2. How Mediators Mediate: Styles of Mediation Mandating Mediation Styles of International Mediation Mandates and Style	11 11 15 24
3. Going In: The Diplomacy of Entry Giving the Mandate Requesting Mediation Offering Mediation Style and the Diplomacy of Entry	25 25 30 32 35
4. Going About: The Diagnostics of Diplomacy Assessing the Initial Situation Identifying the Issues Identifying the Actors Using the Entry Style and the Diagnostics of Mediation	37 37 43 46 47 49
5. Going On: The Instruments of Mediation Creating Confidence Establishing Principles Formulating Proposals Using the Media Dealing with Justice Keeping Them at the Table Reframing the Issues Style and the Instruments of Mediation	53 53 56 58 61 64 67 68 69
6. Going Together: The Context of Mediation Coping with Other Conciliators Forging Global Support Leading International Mediation Generating Global Attention Using International Norms Designing International Negotiations Inserting International Mediation Styles in Mediation Context	77

7. Going Out: The Diplomacy of Exit	95 95
Threatening to Terminate Timing the Exit	
Finding Successors	100
Style and the Diplomacy of Exit	101
8. Going Ahead: Lessons for Mediation Theory and Practice	105
Mediation Mandate	106
Mediation Outcome	109
Mediation Resources	111
Styles of International Mediation	114
Comparing Mediation Styles	122
Ten Implications for Mediation Research and Mediation Practice	128
Appendix: Chronologies of the Six Cases	137
Index	161
About the Authors	171