

# Contents

Acknowledgments	viii
Notes on Contributors	ix
 PART I SETTING THE STAGE FOR A DIALOG	 1
1 Introduction	3
MARGARET S. HERRMAN	
2 Mediation from Beginning to End: A Testable Model	19
MARGARET S. HERRMAN, NANCY HOLLETT, AND JERRY GALE	
 PART II MEDIATION AND NEGOTIATION SET IN THEIR CONTEXTUAL FRAMES	 79
3 Examining Mediation in Context: Toward Understanding Variations in Mediation Programs	81
CRAIG McEWEN	
4 Policy, Practice, and Politics: Bargaining in the Shadow of Whitehall	99
JANET WALKER AND SHERRILL HAYES	
5 The Role of Antecedent and Procedural Characteristics in Mediation: A Review of the Research	129
ROSELLE L. WISSLER	
6 Applying the Comprehensive Model to Workplace Mediation Research	148
BRIAN POLKINGHORN AND E. PATRICK McDERMOTT	

---

7	Restorative Justice Mediated Dialog	175
	MARK S. UMBREIT AND ROBERT B. COATES	
PART III EXPLORING POWERFUL INTERNAL DYNAMICS		191
8	Mediation as Framing and Framing within Mediation	193
	BARBARA GRAY	
9	Does the Model Overarch the Narrative Stream?	217
	JOHN M. WINSLADE AND GERALD D. MONK	
10	A Facework Frame for Mediation	228
	STEPHEN LITTLEJOHN AND KATHY DOMENICI	
11	Mediation and the Fourfold Model of Justice	247
	DONALD E. CONLON	
12	The Dynamics of Power in Child Custody Mediation	260
	DONALD T. SAPOSNEK	
13	Emotion in Mediation: Implications, Applications, Opportunities, and Challenges	277
	TRICIA S. JONES	
PART IV EXTENSIONS		307
14	Preempting Disaster: Pre-Mediation Strategies to Deal with Strong Emotions	309
	DANIEL L. SHAPIRO	
15	The Meaning of “Social” in Interpersonal Conflict and its Resolution	326
	SANDRA SCHRUIJER AND LEOPOLD S. VANSINA	
16	Manager as Mediator: Developing a Conflict-Positive Organization	344
	DEAN TJOSVOLD AND FANG SU	
17	Mediation and Difficult Conflicts	355
	MORTON DEUTSCH	

---

18	Enhancing Mediator Artistry: Multiple Frames, Spirit, and Reflection in Action	374
	NEIL H. KATZ	
19	Of Time and the River: Notes on the Herrman, Hollett, and Gale Model of Mediation	384
	KEVIN AVRUCH	
20	Mediation at the Millennium	395
	DEAN G. PRUITT	
21	A Trainer Responds to the Model	412
	ZENA D. ZUMETA	
22	Conclusion	421
	MARGARET S. HERRMAN	
	INDEX OF CITATIONS	426
	GENERAL INDEX	440