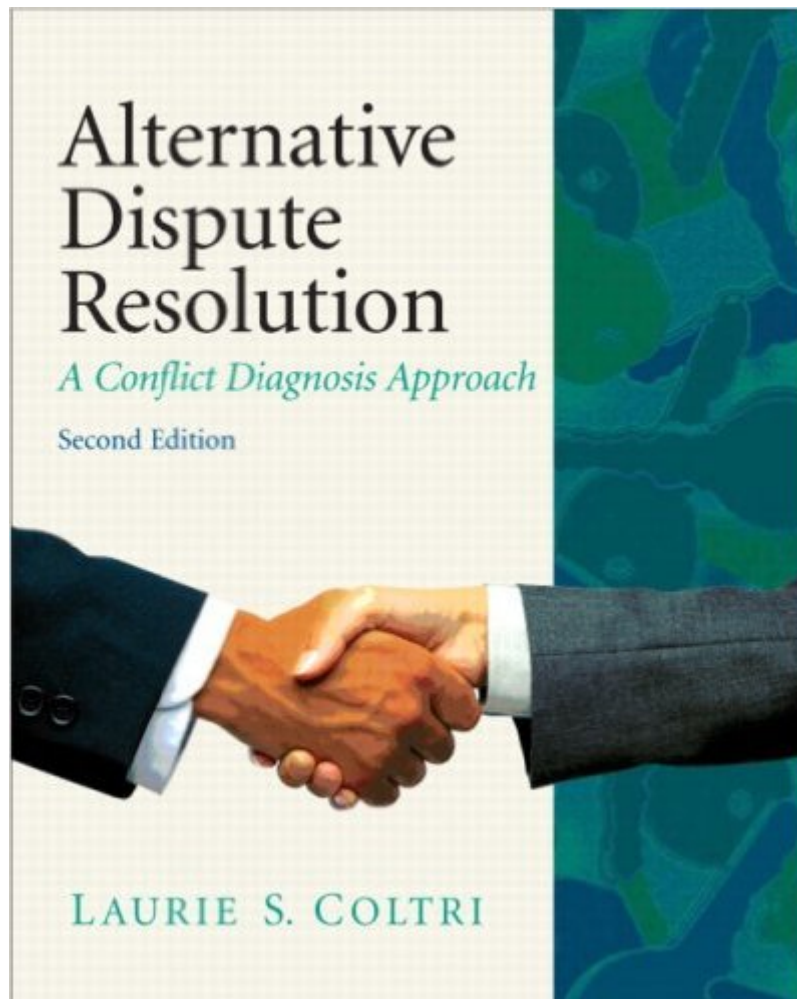


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# Alternative Dispute Resolution: A Conflict Diagnosis Approach (2nd Edition)



## Synopsis

Now in paperback, this book addresses the rapidly evolving field of Alternative Dispute Resolution in a manner ahead of its time. Taking a cross-disciplinary approach, it explains the cognitive, social, organizational and developmental psychology theories that influence ADR and its approaches. From mediation to arbitration to hybrid processes, it helps students understand the strengths and weaknesses of the many varieties of ADR, and why various approaches succeed or fail. This edition includes streamlined coverage of conflict diagnosis, increased treatment of non-adversarial, facilitative forms of dispute resolution, and the latest legal and ethical trends impacting the field.

## Book Information

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Average Customer Review: 3.7 out of 5 stars [See all reviews](#) (9 customer reviews)

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## Customer Reviews

The course is Mediation & Conflict Resolution. This book is most informative. What I didn't like about it is that the first edition, not in print, has additional information explaining much of what the 2nd edition omits. The rewrite of the book requires reading those portions of the 1st edition not in the 2nd. Together they are very helpful and useful if becoming a mediator is a consideration.

There are quite a few mistakes in this text, which initially cause some confusion, but after careful thought you can figure out what the textbook meant to say. I also have issues with the way the text does not summarize the key issues or points of its chapters or sections. Otherwise, it is a relatively simple subject matter and the author does a good job of laying out the subject.

Great read! This book was concise and well versed on negotiation jargon. It helped a lot with my

negotiations class to receive my MBA.

Excellent reference book for my doctorate program. I received it on time and in excellent condition. is my go to place for all reading materials.

Very informational book. Great product, was in great condition! Book is easy to understand and easy to read! enjoy it

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