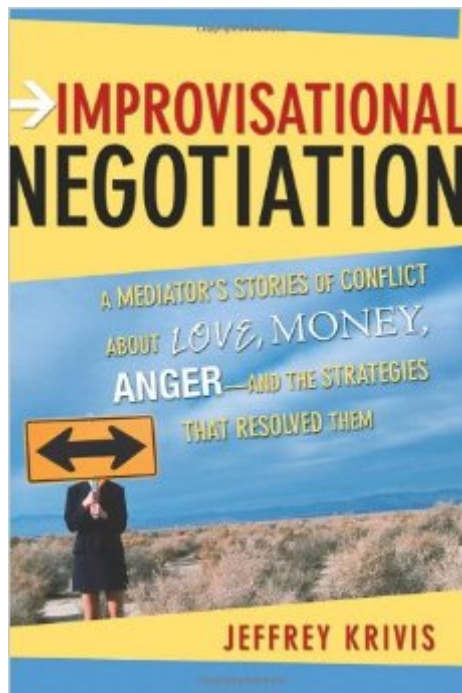


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Improvisational Negotiation: A Mediator's Stories Of Conflict About Love, Money, Anger -- And The Strategies That Resolved Them



Synopsis

Improvisational Negotiation presents an original approach for mediators, negotiators, and other dispute resolution professionals. Drawing on his own experience plus those of his colleagues, Jeffrey Krivis offers the reader dramatic, well-crafted, and highly instructive stories about people in conflict - families, organizations, corporations - and shows how mediated negotiations help them to reach a successful resolution. Unlike most books on the topic, Improvisational Negotiation does not focus on theory, philosophy, or formulaic procedures. The book highlights entertaining true stories that illuminate the skills and tools a good mediator uses to direct a successful negotiation and then asks the questions: What happened? and What strategies can we learn?

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Customer Reviews

Jeffrey Krivis has mediated thousands of cases in practically every imaginable legal area. A former trial attorney, he has been a successful mediator for over 15 years, and has served as the president of the International Academy of Mediators and the Southern California Mediation Association. He has taught various courses and workshops on mediation and dispute resolution and in 1993 he received the Dispute Resolution Lawyer of the Year Award. His website [...] is filled with a wide array of helpful information. Improvisational Negotiation takes the unusual approach of showing by example how mediation can help parties reach mutually beneficial solutions. This book forgoes any long-winded discussions of philosophy or the rigid use of a formulaic approach to conflict resolution. Instead, Krivis has filled this book with thirty stories - mostly taken from his own experience. He succinctly explains the disputes in a few pages and then shows how a mediator uses a variety of

tools and skills to bring the parties together to settle their conflicts before they end up in the courtroom. After each case is brought to a conclusion, Krivis summarizes the keys to resolving the negotiations in a short section called "What Happened?" He then concludes with a section called "What Strategies Can We Learn?" where he briefly lists the approaches taken that led to a successful resolution. This is a very entertaining way to show how various approaches are often needed to bring divergent positions to a common ground.

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