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By **Sheila Purcell** (Redwood City, CA, USA) - [See all my reviews](#)

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No other work lays out the range of times, places and people who can help parties thoughtfully consider engaging in mediation. The dynamics of conflict and the role of the person making the referral are all keenly understood and analyzed. An equal emphasis is placed on giving parties room to make their own informed decision. Obviously an author with extensive first hand knowledge to share. I found the work thought provoking as well as enormously practical.

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By **Giuseppe De Palo** (Rome, ITALY) - [See all my reviews](#)

Very few people know the field of alternative resolution, and particularly of court-connected processes, as the author of this book - a "must read" for all interested in mediation.

This work helps understand the importance and complexity of mediation referral, and the need of specific skills in doing it effectively. Getting parties locked into a dispute to consider their options in an objective way turns out to be a very sophisticated art. In this useful and concise guide, the author shares insights and tips based on years of research and practice, focussing on asking litigants the right questions to move from impasse to resolution.

Giuseppe De Palo
Chairman of the Board, ADR Center (Rome, ITALY)
International Professor of ADR Law and Practice,
Hamline University School of Law (St Paul, USA)

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