



Contents

Foreword <i>by Sanford M. Jaffe</i>	xiii
Preface	xv
The Authors	xxi
Introduction: An Overview of Mediation Research <i>Dean G. Pruitt, Kenneth Kressel</i>	1
Part One: Studying Mediation's Effectiveness: Evaluation Research	
1. Divorce Mediation: Reflections on a Decade of Research <i>Jessica Pearson, Nancy Thoennes</i>	9
2. Mediation in Interpersonal Disputes: Effectiveness and Limitations <i>Janice A. Roehl, Royer F. Cook</i>	31

- | | | |
|---|---|-----|
| 3. | Mediation in Small Claims Court: Consensual Processes and Outcomes
<i>Craig A. McEwen, Richard J. Maiman</i> | 53 |
|
Part Two: How Social and Cultural Context Shapes the Mediation Process: Case Study Research
 | | |
| 4. | Mediation in Nonindustrial Societies
<i>Sally Engle Merry</i> | 68 |
| 5. | Labor Mediators, Managers, and Ombudsmen: Roles Mediators Play in Different Contexts
<i>Deborah M. Kolb</i> | 91 |
| 6. | Mediation in International Conflicts
<i>Saadia Touval, I. William Zartman</i> | 115 |
| 7. | Can Negotiation Be Institutionalized or Mandated? Lessons from Public Policy and Regulatory Conflicts
<i>Jonathan Brock, Gerald W. Cormick</i> | 138 |
|
Part Three: Factors Affecting Success in Mediation: Using Interviews, Questionnaires, and Archival Sources
 | | |
| 8. | Informal Thirdpartyship: Studies of Everyday Conflict Intervention
<i>Blair H. Sheppard, Kathryn Blumenfeld-Jones, Jonelle Roth</i> | 166 |
| 9. | Judicial Mediation of Settlement Negotiations
<i>James A. Wall, Jr., Dale E. Rude</i> | 190 |

10. Contingent Mediator Behavior and Its Effectiveness 213
Peter J. D. Carnevale, Rodney G. Lim, Mary E. McLaughlin
11. Factors Associated with Successful Labor Mediation 241
Jean Marie Hiltrop
12. Divorce Mediation: Characteristics of Clients and Outcomes 263
Joan B. Kelly, Lynn L. Gigy
13. International Dispute Mediation: A Comparative Empirical Analysis 284
Jacob Bercovitch

**Part Four: Mediators at Work:
Observation and Experimental Research**

14. What People Want from Mediation 300
Dean E. Peachey
15. Communicative Competence in Mediators 322
William A. Donohue
16. Experimental Research on the Strategic-Choice Model of Mediation 344
Peter J. D. Carnevale, Donald E. Conlon, Kathy A. Hanisch, Karen L. Harris
17. Process of Mediation in Dispute Settlement Centers 368
Dean G. Pruitt, Neil B. McGillicuddy, Gary L. Welton, William Rick Fry

18. Conclusion: A Research Perspective on the Mediation of Social Conflict <i>Kenneth Kressel, Dean G. Pruitt</i>	394
Name Index	437
Subject Index	445