

MEDIATION

Mediation

Skills and Techniques

SECOND EDITION

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*Ruby, Cillian, Willow, and Jack,
Future dispute resolvers*

—LB

*Jean Mary Shanley, Anna Catherine Colatrella, and Jonathan Michael Colatrella,
who remind me why peace matters*

—MTC

and

*Deborah Oravec Picchioni,
my best friend*

—APP

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The expectations of life depend upon diligence: the mechanic that would perfect his work must first sharpen his tools.

—CONFUCIUS (PHILOSOPHER)

