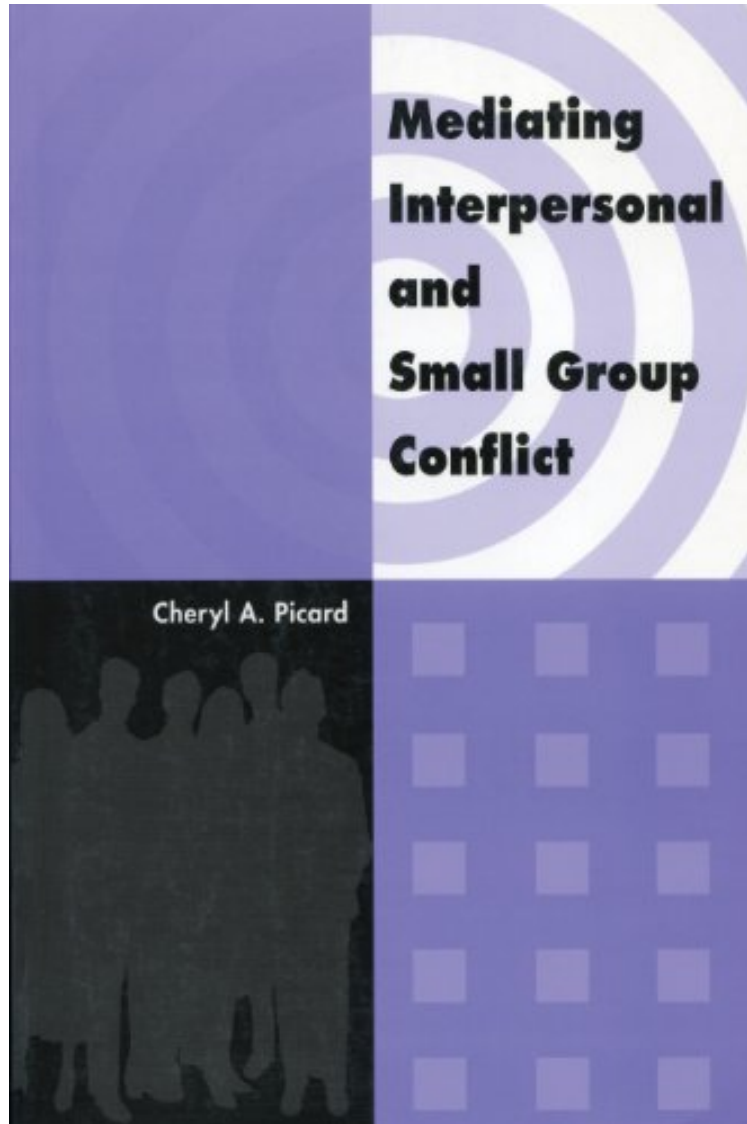


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Mediating Interpersonal and Small Group Conflict

Cheryl A. Picard

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resolution alternative, to professionals who use mediation techniques in their day-to-day work, and to practising mediators who wish to expand and update their skills.