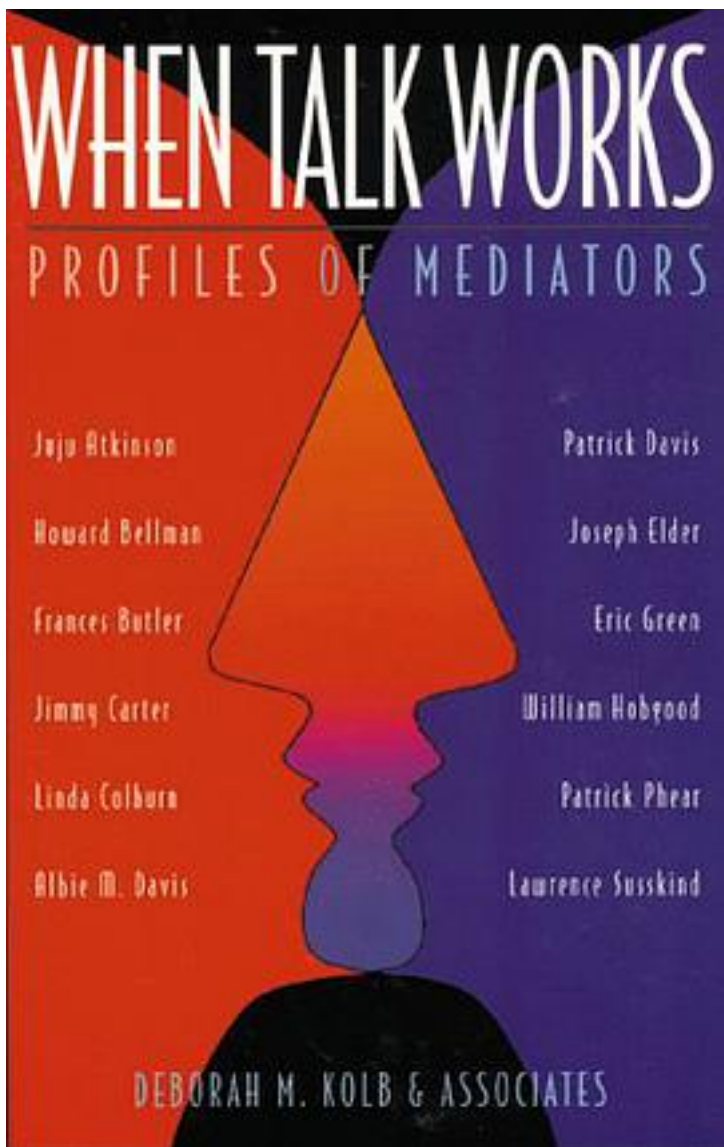


When Talk Works



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An intimate look at how twelve mediators achieve extraordinary results. At last, Deborah Kolb's collection of interview-based profiles of mediators at work is available in paperback. Written in the style of the New Yorker, the book consists of twelve personal and compelling stories of successful mediators for all areas of our society. Kolb reveals who they are and what techniques they use to achieve results. "The best examination of what mediators actually do. Anyone who wants to settle a dispute will learn from these profiles." -Roger Fisher, coauthor, Getting to Yes

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