

- March 19, 2001 Winnipeg, Manitoba **Working with Personality Differences**, Centre for Conflict Resolution International, 501 - 310 Broadway, Winnipeg, MB R3C 0N4, 204-943-7588 or 888-421-7822, kmico@conflictatwork.com, <http://www.conflictatwork.com>
- March 20, 2001 Winnipeg, Manitoba **Conflict Management**, Centre for Conflict Resolution International, 501 - 310 Broadway, Winnipeg, MB R3C 0N4, 204-943-7588 or 888-421-7822, kmico@conflictatwork.com, <http://www.conflictatwork.com>
- March 21, 2001 Winnipeg, Manitoba **Communication for Effective Problem Solving**, Centre for Conflict Resolution International, 501 - 310 Broadway, Winnipeg, MB R3C 0N4, 204-943-7588 or 888-421-7822, kmico@conflictatwork.com, <http://www.conflictatwork.com>

UNITED KINGDOM

- November 30-Dec. 1 London, England **International Construction Contracts**, Hawksmere Group, Ltd. Customer Service, 12-18 Grosvenor Gardens, London SW1W 0DH, England, 44-0-207-881-1858, Fax: 44-0-207-730-4293, bookings@hawksmere.com, <http://www.hawksmere.com>
- December 5-6 London, England **Preparing, Proving and Defending Claims Under the FIDIC Conditions of Contract**, Hawksmere Group, Ltd. Customer Service, 12-18 Grosvenor Gardens, London SW1W 0DH, England, 44-0-207-881-1858, Fax: 44-0-207-730-4293, bookings@hawksmere.com, <http://www.hawksmere.com>

EUROPE

- November 6-7 Paris, France **11th International Arbitration Practice Workshop**, International Chamber of Commerce, 38, Cours Albert 1er, 75008, Paris, France, 33-1-49-53-29-23, Fax: 33-1-49-53-29-02, conf@iccwbo.org, <http://www.iccwbo.org>
- November 9-10 Geneva, Switzerland **Workshop for Arbitrators**, World Intellectual Property Organization (WIPO), 34, chemin des Colombettes, 1211 GENÈVE 20 (SUISSE), 41-22-338-9111, Fax: 41-22-740-3700, arbitrator.mail@wipo.int, <http://arbitrator.wipo.int>
- November 20-21 Paris, France **International Arbitration Practice Workshop**, International Chamber of Commerce, 38, Cours Albert 1er, 75008, Paris, France, 33-1-49-53-29-23, Fax: 33-1-49-53-29-02, conf@iccwbo.org, <http://www.iccwbo.org>
- January 22-25, 2001 Paris, France **Negotiating, Drafting and Performing International Contracts**, International Chamber of Commerce, 38, Cours Albert 1er, 75008, Paris, France, 33-1-49-53-29-23, Fax: 33-1-49-53-29-02, conf@iccwbo.org, <http://www.iccwbo.org>

ASIA, AUSTRALIA and NEW ZEALAND

- November 7-10 Sydney, Australia **ADR Workshop**, Trillium Group, Australia, 112 Adelaide Street East, Toronto, Ontario M5C 1K9, 416-307-0018, Fax: 416-307-0011, adrinfo@adr.ca, <http://www.adr.ca/au>
- November 8-14 Magill, Australia **Conflict Theory**, University of South Australia School of Social Work and Social Policy, c/o Dale Bagshaw, Course Coordinator, Magill Campus, Magill SA 5072, 08-8302-4378, Fax: 08-8302-4377, dale.bagshaw@unisa.edu.au
- November 14-17 Melbourne, Australia **ADR Workshop**, Trillium Group, Australia, 112 Adelaide Street East, Toronto, Ontario M5C 1K9, 416-307-0018, Fax: 416-307-0011, adrinfo@adr.ca, <http://www.adr.ca/au>

November 30-Dec. 2 Gold Coast, Australia **Basic Mediation Course**, Bond University Dispute Resolution Centre, Bond University School of Law, Gold Coast, Queensland 4229, Australia, 07-55952039, Fax: 07-55952036, DRC@bond.edu.au, <http://www.bond.edu.au/law/centres/index.htm>

THE WORLD

February 6-9, 2001 Trinidad, Caribbean **ADR Workshop**, Trillium Group, Carribean, Stitt Field Handy Houston ADR Ltd., 112 Adelaide Street East, Toronto, Ontario M5C 1K9, 416-307-0018, 800-318-9741, Fax: 416-307-0011, adrinfo@adr.ca, <http://www.adr.ca>

March 6-9, 2001 Barbados, Caribbean **ADR Workshop**, Trillium Group, Carribean, Stitt Field Handy Houston ADR Ltd., 112 Adelaide Street East, Toronto, Ontario M5C 1K9, 416-307-0018, 800-318-9741, Fax: 416-307-0011, adrinfo@adr.ca, <http://www.adr.ca>

March 18, 2001 Eastern Caribbean Cruise **Negotiation Skills Workshop**, Jarrett and Company, University at Sea, 5700 4th Street North, St. Petersburg, FL 33703, 800-926-3775, mediation@universityatsea.com

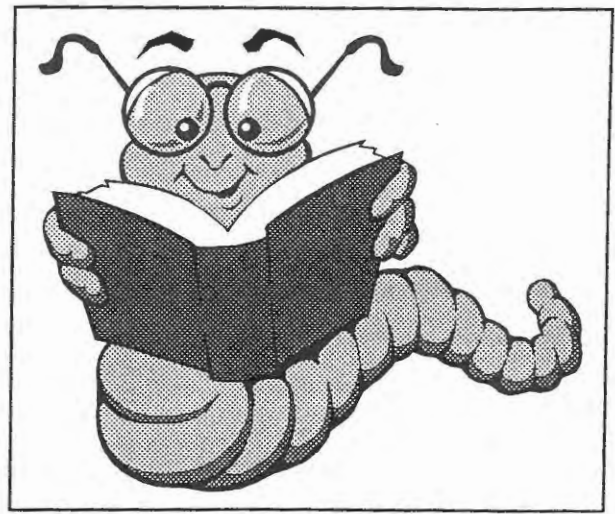


Does your organization have any upcoming events that should be included here? Please let the Editor know at collinro@shu.edu

Alternative Literature

A Section of the Alternative Newsletter

November, 2000



Books in Review

The Win-Win Solution: Guaranteeing Fair Shares to Everybody, Steven J. Brams and Alan D. Taylor (W.W. Norton, New York, 1999; \$13.95, ISBN 0-393-32081-2 177 pp.)

What are negotiators to do with those nasty little issues that are simply not susceptible to the creative possibilities of "Getting to Yes"? While Fisher and Ury have reoriented us all to more creative approaches to negotiation, *The Win-Win Solution: Guaranteeing Fair Shares to Everybody* addresses the annoying reality that in many disputes there remain linear issues in which every gain on one side appears to require an equal and opposite loss to the other.

The Win-Win Solution proposes three basic approaches to resolving these dilemmas. It outlines dealing with such win/lose scenarios fairly through: a "balanced" alternation of choices on an item-by-item basis (with variants that adjust for the advantage in making the first selection); a "divide-and-choose" approach for negotiating packages of benefits (modeled on the classic sibling scenario of "you cut the cake, and I'll choose the piece", with tips for extending this technique to multi-party negotiations); and, the authors' major proposal (termed an "adjusted winner" approach) that utilizes a point-designation system designed to maximize satisfaction

for each party while balancing the benefits to both.

The book does a good job explaining the advantages and pitfalls to participants of utilizing "insincere" but strategic behaviors under each approach, and makes an important contribution in expanding options for negotiating issues that would appear to otherwise be limited to straight win/lose haggling. However, the book is not without its flaws, such as the bizarre identification as "perhaps the most common way" for a divorcing couple to resolve the issues of their divorce tossing a coin and taking turns choosing either ownership of their house, their pensions, their investment portfolio... or custody of their child (!). While the authors (professors of Politics and Mathematics, respectively) are correct that separating couples do use this approach for dividing lamps, rugs and china; there is much reason to doubt — and even reason to pray — that it has *never* been standard procedure to trade assets for children after a coin toss. In addition, the chapters hypothetically applying the "adjusted winner" technique to disputes such as the Camp David negotiations and the divorces of Charles and Diana (and Donald and Ivana Trump) introduce a *People Magazine* element that adds little to the usefulness of the concept.

The book was designed as practical guide for the lay negotiator rather than as a work with scholarly ambitions, and it works well as a tool for principals,

mediators or negotiators for expanding their procedural options in dealing with issues that are not susceptible to a classic win/win creation of value. It could also certainly be of value as a supplemental text (ideally as a companion to *Getting to Yes*) in an introductory course on negotiation or mediation.

Beyond Winning: Negotiating to Create Value in Deals and Disputes, Robert H. Mnookin, Scott R. Peppet and Andrew S. Tulumello (Belknap Press, 2000; \$28.00, ISBN 0-674-003354, 354pp.)

Mnookin's latest contribution to an understanding of the nature and resolution of disputes, *Beyond Winning*, offers a comprehensive guide to current theory and practice in creative negotiations.

The strength of this book lies in the clarity of its exposition. It makes no claims as a scholarly treatise (even if its end notes do cite considerable reference material). Nor does the work offer major theoretical breakthroughs. However, it does elucidate the essential tensions of negotiation in a new light — the inherent conflicts between agent and principal, the pull between recognizing opportunities for value creation while realizing that some issues are purely linear, and the delicate balance of seeking to empathize with the other side's needs while asserting one's own agenda in negotiations. It is in providing this comprehensive survey and concise explanation of negotiation on both the conceptual and practical level that this work makes its contribution.

Ostensibly written for attorneys seeking a more constructive approach to problem-solving than that afforded by classic litigation (although observing that both lawyers and clients share responsibility for our current dysfunctional system), the book is actually best suited to the lay reader or student of negotiation as a straightforward overview of theory and technique; it's both a useful text for an introductory negotiation course, and training guide for those whose lives or livelihood center on negotiation.

How to Cut Your Legal Bills in Half: A Guide to Reclaiming America's Promise: Affordable Justice for All,
Hugo N. Gerstl (Millennium Books, 2000; \$ 21.95, ISBN 1-888820-02-1, 201 pp.)

When a trial lawyer with 33 years of experience indicts the legal profession and American society for its litigious excesses, be prepared for some verbal fireworks. *How to Cut Your Legal Bills in Half* is really less a consumers' guide to purchasing legal services than a plain-spoken expose of the lamentable state of dispute resolution in this country, with lawyers cast as the chief (but not sole) villains. Gerstl does lament how "somewhere along the line, lawyers stopped being counselors first and advocates second", but his criticisms are sharp rather than shrill; this is not the vendetta of a losing litigant, but an expert's guilty verdict on a system that has failed all but (some) of those who labor in it.

The author reveals and deplores the secret billing practices that attorneys use to cover their increasing overhead and technology costs, decries the rise of the contingency fee, and exposes the unethical techniques of personal injury mills. He explains why simply adding more judges and courtroom, or relying on private judging, arbitration, or expedited civil procedures would be insufficient responses. And, in a chapter entitled "The Stuff of Nightmares: Anatomy of a Case from Start to Finish" he details the step-by-step saga of a typical litigation

between a homeowner and a building contractor from initial crisis through trial that would classify as farce if every word didn't ring absolutely true. (This chapter provides the litigant the equivalent of those movies shown to motorists who have had drunk driving arrests — a gory, but not necessarily inaccurate, depiction of what might happen unless care is taken.)

This is a book for the layperson only; the manner in which it details and advocates for mediation as the answer to the system's dilemmas will not be needed by anyone already in the field. Nevertheless, this book is clearly the labor of love of someone who sees an injustice and is striving to correct it. It would be just the kind of guidebook to the legal system I would hand to a potential client at an initial consultation with the advice to go home and read the book... and to come back in a week if they still felt they wanted to start a lawsuit.

Ten Years or Ten Days: A Saga of Litigation and Mediation to Become Unmarried, Separated, or Reconciled
Jay W. Stein (Fairfax Press, 1999; \$ 26.00, ISBN 0-7880-0984-2, 401 pp.)

It's wonderful when a book makes you howl with laughter; unfortunately, I suspect this was probably the last result the author intended.

Ten Years or Ten Days purports to provide the reader with the chronology of a decade-long, scorched earth divorce litigation, and then contrasts it with a description of how this same couple would have fared had they gone through mediation to resolve their differences. The concept is a fine one, and might conceivably have been helpful in allowing a person facing marital dissolution to pause before reflexively heading for the courthouse to resolve their divorce. What Stein actually produces, however, is a tedious parody of a court process (that even if described without undue exaggeration would be genuinely horrifying). Litigation emerges as an unbelievable and unconvincing cartoon,

presented in a simplistic, two-dimensional good (people) versus evil (lawyers) fashion.

And, as if fumbling an opportunity to educate about the true evils of unthinking litigation were not enough, the author then provides the "transcript" of mediation sessions offered as the alternative that would be enough to make any thinking person seriously contemplate court as the lesser of two evils — hardly the conclusion I suspect the author had in mind.

Dispute resolution may in fact survive heavy-handed attempts at propaganda, but the field is certainly not likely to be advanced by truly terrible books such as this...

The Shadow Negotiation: How Women Can Master the Hidden Agendas that Determine Bargaining Success,
Deborah M. Kolb and Judith Williams
(Simon & Schuster, 2000; \$ 26.00, ISBN 0-684-83840-0. 284 pp.)

This volume affords a sophisticated perspective on the nature of negotiations, recognizing that they "are not purely rational exercises in problem solving" because while people "are bargaining over issues, they are conducting a parallel negotiation in which they work out the terms of their relationships and their expectations" — the "shadow negotiation" of the title. The authors approach negotiation not just as a form of problem solving, but as a form of social interaction, and outline a strategy for dealing simultaneously with what they term the "advocacy" aspects of the underlying discussions (presenting needs in a manner designed to require their serious consideration) and their "connection" aspects (dealing with the other person's thinking and needs).

There is one puzzling flaw, however — the book is vastly more persuasive in illuminating the two-tiered nature of bargaining than in proving its sweeping thesis that the failure to grasp such insight is at the foundation of the unequal treatment women still face in business and society today. While accepting that women

have been socialized in ways that may be self-defeating in the negotiation process, it is still somewhat counterintuitive to assume that women are at a gendered disadvantage in grasping the relational component of negotiation because they assume that it is a purely analytical exercise.

It would seem that the insights of *The Shadow Negotiation* are equally applicable to men, and one can only sympathetically surmise that the title is no more than an attempt to establish a marketing niche among the glut of "how-to" books on negotiation than any real attempt to identify and limit the audience. However, since every Barnes and Noble in the nation now seems to be divided into two sections ("Self Help", and "Help Yourself" — the shelves that contain the books on negotiation) one should overlook this misguided marketing impulse, and explore this book for the deeper insights it does provide.

***Mediating in Cyprus: The Cypriot Communities and the United Nations,*
Oliver P. Richmond, (Frank Cass,
London; 1999, ISBN 0-71464431-5,
282 pp.)**

Here's a volume that analyzes one of international mediation's notable failures — the inability of United Nations neutrals to bring about a peaceful resolution of the chronic ethnic conflict in Cyprus.

Hostility between those of Greek and Turkish descent on this Mediterranean island are hardly new — I recollect giving a speech on this problem in my Sunday School class back in 1963 — and much has been written on the subject over the years. Richmond, however, focuses on the significance of the Cypriot disputants' relations to the peacekeeping process as a major factor underlying the failure of mediation efforts to date. The book analyzes theoretical approaches to peacemaking, traces the history of the conflict and the failure of international mediation, and then focuses on the expectations of the principals as a previously unexplored barrier to success

— in this case, for "disputants who may be guided by objectives unrelated to finding a compromise solution".

Well-written and thoroughly researched, *Mediating in Cyprus* should be an important addition to the library of anyone with an interest in international mediation on either a theoretical or practical level.

***A Miscellany of Disputes,*
Derek Roebuck (HOLO Books, The
Arbitration Press, Oxford; 2000,
ISBN 0-9537730-00, 128 pp.)**

This is a charming book in the finest, old-fashioned sense of the term. A collection of vignettes about arbitration and decision-making, the stories run a broad gamut from Greek and Roman mythology and ancient Chinese lore through medieval and modern European History.

Here is a miniature gold-mine of quotes, anecdotes, and illustrations for the teacher, the speaker, and the historian, and a source of wisdom, solace, and smiling nods of recognition for the experienced arbitrator or anyone who has occupied the important but uncomfortable judgment seat in a controversy.

While not intended as a scholarly tome, Roebuck nevertheless demonstrates an unquestioned command of his material. (For example, he traces an ancient Scots law as following a Roman model to classify women, along with the physically and mentally handicapped, as incapable of serving as arbitrators ... and then provides citations demonstrating how such nonsense was in fact disregarded in practice!)

A pretty little hardcover volume, this book might be the perfect holiday gift for the arbitrator of your acquaintance ... including yourself.

Guerrilla Negotiating: Unconventional Weapons and Tactics to Get What You Want,

Jay Conrad Levinson, Mark S. A. Smith, and Orvel Ray Wilson (John Wiley & Sons, 1999; ISBN 0-471-33021-3, \$ 19.95, 272 pp.)

Oh, how I expected to simply hate this book! The title alone makes no less than three allusions to warfare, and even the dedication is shockingly cynical, being made "to our children, who taught us what relentless negotiating means". I fully expected to be able to mentally dismiss this as yet another one of those carnivorous, scorched-earth, overly-testosteroned field manuals for negotiation by destruction.

Actually, it is all that, but the problem remains that this is also — in part — a quite useful book to read. This is not to say the tone is anything less than off-putting. ("You are not paranoid. They really *are* out to get you" captures the essence of the authors' approach.) And some of the "tactics" are ludicrously transparent and manipulative (as when they cite with approval the example of an admiral who had an inch cut off the two front legs of his visitor chairs so that people slipped off during discussions...) Nevertheless, if you can look past the gratuitously aggressive ambiance and childish tricks, the book contains a goldmine of specific suggestions on just how to negotiate that even the most experienced professional might benefit from. The key to the book's usefulness are the specifics — if there are ten techniques to respond to a given negotiating move, they are laid out in a short, clear, list. Best of all, the authors then proceed to provide 10, or 20, or 30 variants on exactly how to phrase the maneuver. While not all of these variations work equally well, this microscopic approach provides an invaluable bridge between the theory of negotiation and the frightening moment of searching for the precise words to say at the negotiation table.

Guerrilla Negotiating is a flawed book with a useful core of practical knowledge. Used cautiously, it is worth reading.

Books Noted

Editor's Note: Books are grouped under headings for General Dispute Resolution, Arbitration, Mediation, Negotiation and Peacemaking.

Dispute Resolution (General)

AHLCC Staff, *Health Care Alternative Dispute Resolution*, Aspen Publishers (2000)

Angelica, Mario Peters, *Keeping the Peace: Resolving Conflict in the Boardroom*, National Center for Nonprofit Boards (2000)

Aureli, Filip P.O. and De Waal F. B. M., Eds., *Natural Conflict Resolution*, University of California Press (2000)

Australian Law Reform Commission, *Managing Justice: A Review of the Federal Civil Justice System*, Report 89, Canberra: Commonwealth of Australia (2000)

Barsky, A. E., *Conflict Resolution for the Helping Professions*, Belmont, CA: Brooks/Cole-Wadsworth (2000)

Beach, Heather L., *Transboundary Freshwater Dispute Resolution: Theory, Practice, and Annotated References*, United Nations University Press (2000)

Bradney, Anthony, *Living Without Law: An Ethnography of Quaker Decision-Making, Dispute Avoidance and Dispute Resolution*, Ashgate Publishing Co. (2000)

Cloke, Kenneth, and Joan Goldsmith, *Resolving Personal and Organizational Conflict*, Jossey-Bass (2000; 240 pp; Hardcover, \$34.95) ISBN 0-7879-5060-2

Lowe, John Collier, Vaughan, *The Settlement of Disputes in International Law: Institutions and Procedures*, Oxford University Press (2000)

Dana, Daniel, *Conflict Resolution*, McGraw-Hill Companies (2000)

Dukes, E. Franklin, Marina A. Pisolish, and John B. Stephens, *Reaching for Higher Ground in Conflict Resolution: Tools for Powerful Groups and Communities*, Jossey-Bass (2000; 288 pp; Hardcover, \$37.95) ISBN 0-7879-5058-0

Genn, Hazel G. and Sarah Beinart, *Paths to Justice: What People Do and Think about Going to Law*, Hart Publishing (1999)

Grzybowski, Alex and Stephen Owen, Eds., *Good Governance and Conflict Management: A Framework for Conflict Analysis and Resolution* (2000)

Hammond, John S., Ralph L. Keeney and Howard Raiffa, *Smart Choices*, Boston: Harvard Business School Press (1999; 244pp.)

Hibberd, Peter and Paul Newman, *ADR and Adjudication in Construction Disputes*, Blackwell Science (2000; £49.50) ISBN 0632-03817-9

Hill, Peter, G.E.T. *I.T. Together: A Simple Guide to Conflict Resolution and the Cultivation of Knowledge, Power, and Inner Harmony*, BEAM (2000)

Hollenbeck, Kathleen M., *Conflict Resolution Activities That Work!: Dozens of Easy and Effective Reading, Writing, and Role-Playing Activities That Give Kids the Skills They Need*, Scholastic (2000)

Isenhart, Myra Warren, and Michael Spangle, *Collaborative Approaches to Resolving Conflict*, Thousand Oaks, California: Sage Publications (2000)

Jackson, Hildur, Ed., *Creating Harmony: Conflict Resolution in Community*, Hyden House (UK) (2000)

Katz, Neil H. and John W. Lawyer, *Conflict Resolution: Building Bridges*, Press (2000)

Kosmoski, Georgia J. and Dennis R. Pollack, *Managing Difficult, Frustrating, and Hostile Conversations: Strategies for Savvy Administrators*, Corwin Press (2000)

LeBaron, Michelle, *Conflict and Culture: A Literature Review and Bibliography*, (2000)

Lederach, John Paul, *The Journey Toward Reconciliation*, Herald Press, Scottsdale, PA & Waterloo (1999; 206pp) ISBN 0836190823

Levine, Stewart, *Getting to Resolution: Turning Conflict into Collaboration*, Berrett-Koehler Publishers (2000)

Macfarlane, Julie, *Dispute Resolution Readings and Case Studies*, Toronto: Emond Montgomery Publications (1999)

MacNaughton, Ann L. & Gary Munneke, *Multidisciplinary Practice: Staying Competitive and Adapting to Change*, The ABA Law Practice Management Section (2000; ABA Product Code: 511-0450)

Oyola-Yemaiel, Arthur, *Towards the Formation of a Sustainable South Florida: An Analysis of Conflict Resolution and Consensus Building in the South Florida Ecosystem Restoration Initiative*, Dissertation.com (2000)

Palmeter, N. David and Petros C. Mavroidis, *Dispute Settlement in the World Trade Organization: Practice and Procedure*, Kluwer Law International (1999)

Patton, James J. and Bernan Press Staff, *World Trade Organization Dispute Settlement Decisions, Bernan's Annotated Reporter, Cumulative Index Volume*, Bernan Press (2000)

Poll, Barbara Kay, *We Can Work It out: Conflict Resolution for Children*, Tricycle Press (2000)

Ray, Alvin E., Kenneth A. Burger and Joseph Gonzales, *Alternative Dispute*

- Resolution: A Program Guide*, FPMI Communications (2000)
- Rubenstein, R., *New Direction in Conflict Resolution*, St. Martin's Press (2000)
- Shen, Yiming, *Resolution of Disputes between Foreign Banks and Chinese Sovereign Borrowers: Public and Private International Law Aspects*, Kluwer Law International (2000)
- Tillett, Gregory, *Resolving Conflict: A Practical Approach*, Oxford University Press (2000)
- Towers, Brian and William Brown, Eds., *Employment Relations in the UK: Britain's Advisory Conciliation and Arbitration Service 1974-2000*, Blackwell Publishers (2000)
- Wandberg, Robert, *Conflict Resolution: Communication, Cooperation, Compromise*, Capstone Press (2000)
- William & Flora Hewlett Foundation, Consortium on Negotiation and Conf, and Douglas H. Yarn (Compiler), *Dictionary of Conflict Resolution*, Jossey-Bass Inc., Publishers (1999)
-
- Arbitration**
-
- Abrams, Roger I., *The Money Pitch: Baseball Free Agency and Salary Arbitration*, Temple University Press (2000)
- Binder, Peter, *International Commercial Arbitration in UNCITRAL Model Law Jurisdictions*, Sweet & Maxwell (2000; £130) ISBN 0-421-73940-1
- Bureau of National Affairs, *Arbitration 1999: Quo Vadis? The Future of Arbitration and Collective Bargaining*, BNA Books, P.O. Box 7814, Edison, NJ 08818-7814 (292 pp; Hardcover; \$40) ISBN 1-57018-238-8
- Coleman, Charles J. and T. Haynes, Eds., *Labor Arbitration (to 1993): An Annotated Bibliography*, DIANE Publishing Company (2000)
- Craig, W. Laurence, William W. Park and Jan Paulsson, *International Chamber of Commerce Arbitration, Third Edition*, Oceana Publications, 75 Main Street, Dobbs Ferry, NY 10522 (2000; \$155) ISBN 0-379-21392-3
- Critchlow, Julian and Robert Merkin, *Arbitration Forms and Precedents Looseleaf*, LLP Professional Publishing, 69-77 Paul Street, London, EC2A 4LQ, UK (2000; £350).
- Eaton, Adrienne and Jeffrey Keefe, Eds., *Employment Dispute Resolution and Worker Rights in the Changing Workplace*, Industrial Relations Research Association (2000)
- Editors of BNA's Labor Relations Reference File / BNA Policy and Practice Series, *Grievance Guide, Tenth Edition*, BNA Books, P.O. Box 7814, Edison, NJ 08818-7814 (2000; 475 pp; Softcover; \$55) ISBN 1-57018-217-5
- Fellas, John, *Transatlantic Commercial Litigation and Arbitration*, Oceana Publications, 75 Main Street, Dobbs Ferry, NY 10522 (2000; \$125) ISBN 0-379-21423-7
- Gabriel, Henry, Jeff Waincymer, and Judd Epstein, *Practical Guide to International Commercial Arbitration*, Oceana Publications, 75 Main Street, Dobbs Ferry, NY 10522 (2000; \$85) ISBN 0-379-21396-6
- Harris, Bruce, Rowan Planterose and Jonathan Tecks, *The Arbitration Act 1996: A Commentary, Second Edition*, Blackwell Science, in conjunction with the Chartered Institute of Arbitrators (1999; £49.50) ISBN 0632-05063-2
- Jasper, Margaret C., *The Law of Dispute Resolution: Arbitration and Alternative Dispute Resolution*, Oceana Publications (2000)
- Merkin, Robert, *Arbitration Act, Second Edition*, LLP Professional Publishing, 69-77 Paul Street, London, EC2A 4LQ, UK (2000; £50) ISBN 1-85978-512-3.
- Moore, John B., *History and Digest of the International Arbitrations to Which the United States Has Been a Party, 6 Vols.*, AMS Press (2000)
- National Academy of Arbitrators Annual Proceedings*, BNA Books, P.O. Box 7814, Edison, NJ 08818-7814 (2000; 292pp; Hardcover; \$40) ISBN 1-57018-238-8
- Paulsson, Jan, Nigel Rawding, Lucy Reed and Eric Schwartz, *The Freshfields Guide to Arbitration and ADR: Clauses in International Contracts, Second Edition*, Kluwer Law International (1999; 190p; paperback) ISBN 90-411-1226X
- Powell-Smith, Vincent, John Sims, and Christopher Dancaster, *Construction Arbitrations: A Practical Guide*, Blackwell Science (2000)
- Robinson, William A. and Linda A. Compton, Eds., *Practicing California Judicial Arbitration - 12/99 Update*, Continuing Education of the Bar-California (1999)
- Schoonhoven, Ray J., Ed., *Fairweather's Practice and Procedure in Labor Arbitration, Fourth Edition*, BNA Books, P.O. Box 7814, Edison, NJ 08818-7814 (1999; 825 pp; Hardcover; \$135) ISBN 1-57018-171-3
- Sheridan, Peter, *Construction and Engineering Arbitration*, Sweet and Maxwell (1999; 837pp; Hardback; £131) ISBN 0-421-589-205
- Stevenson, Robert and Peter Chapman, *Construction Adjudication*, Jordans (1999; 100pp) ISBN 0853-08488-2
- Wheeler, Bridget, *International Arbitration Rules: A Comparative Guide*, LLP Professional Publishing, 69-77 Paul Street, London, EC2A 4LQ, UK (2000; £70) ISBN 1-85978-523-9
- Zylva, Martin Odams de and Reziya Harrison, *International Commercial*

Arbitration: Developing Rules for the New Millennium, Jordan Publishing (2000; Hardback; £125) ISBN 0-85308-621-4

Mediation

Erickson, Stephen K. and Marilyn S. McKnight, *The Practitioner's Guide to Mediation: A Client-Centered Approach*, Wiley, John & Sons (2000)

Gilhooley, James and Nannette S. Scheuch, *Using Peer Mediation in Classrooms and Schools: Strategies for Teachers, Counselors, and Administrators*, Corwin Press (2000)

Jackson, Robin Wheeler, *Conflict Resolution Mediation Skills Instructor's Training Course Manual*, Suncoast Solutions of America (2000)

Kovach, Kimberlee K., *Mediation, Principles and Practice*, West Publishing Company, College & School Division (2000)

Liebmann, Marian, Ed., *Mediation in Context*, Jessica Kingsley Publishers (2000; 256 pages; £17.95) ISBN 1 85302 618 2

Umbrelt, Mark S., *The Handbook of Victim Offender Mediation: An Essential Guide to Practice and Research*, Jossey-Bass (not yet released; 448pp; Hardcover; \$69.95) ISBN 0-7879-5491-8

Weinstein, Rebecca Jane, *Mediation in the Workplace: A Guide for Training, Practice, and Administration*, Greenwood Publishing Group (2000)

Negotiation

Armilla, Jose, *Negotiate with Feng Shui: Enhance Your Skills in Diplomacy, Business, and Relationships*, Llewellyn Publications (2001)

Comer, Michael J., *Bad Lies in Business: The Commonsense Guide to*

Detecting Deceit in Negotiations, Interviews, and Investigations, McGraw-Hill Companies (2001)

Cleary, Patrick J., *Negotiation Handbook*, M.E. Sharpe (2000; 190 pp; paper; \$21.95) ISBN 0-7656-0721-2

Clegg, Brian, *Instant Negotiation: Reaching Agreement with Others Now!*, Stylus Publishing, LLC (2000)

Elashmawi, Farid, *Competing Globally: Mastering Cross-Cultural Management and Negotiations*, Butterworth-Heinemann (2000)

Fowler, Alan, *Negotiation Skills and Strategies*, Beekman Publishers Inc. (2000)

Hilgert, *Labor Agreement Negotiations*, Thomson Learning - Custom Publishing (2000)

Kolb, Deborah M. and Judith Williams, *The Shadow Negotiation: How Women Can Master the Hidden Agendas That Determine Bargaining Success*, Simon & Schuster Trade (2000) (reviewed in this issue)

Krannich, Ronald L. and Caryl Rae Krannich, *Dynamite Salary Negotiations: Know What You're Worth and Get It!*, Impact Publications (2000)

Lewicki, Roy J., David M. Saunders and John W. Minton, *Essentials of Negotiation*, McGraw-Hill Companies (2000)

McRae, Brad, *Negotiating and Influencing Skills: The Art of Creating and Claiming Value*, Sage Publications (2000)

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ABA Washington Letter, American Bar Association Governmental Affairs Office, 740 15th Street, NW, Washington, DC 20005-1022, 202-662-1000.

ADA-Mediation News, Key Bridge Foundation for Education and Research, 1117 North 19th St., Suite 903, Arlington, VA 22209, KeyBFound@aol.com, <http://www.keybridge.org>.

The ADR Bulletin, Prospect, 71-73 Lithgow St., St. Leonards, NSW 2065, Australia, 02-9439 6077, Fax: 02-9439 4511, prospect@prospectmedia.com.au <http://www.prospectmedia.com.au>.

The ADR Newsletter, V7#4, July, 2000, ADR Section of the State Bar of Michigan c/o Laurence D. Connor, Dykema Gossett PLLC, 400 Renaissance Center, Detroit, MI 48243-1668, 313-568-6573, 313-568-6658, Sartinian@Dykema.com, <http://www.michbar.org/sections/adrs>. July discusses the new "facilitative" alternative dispute resolution process that will be used in Michigan's trial courts, including a list of helpful hints for attorneys to prepare for its use.

ADR Report, V4#14, July 5, 2000; V4#15, July 19, 2000; V4#16, August 2, 2000; V4#17, August 16, 2000; V4#20, October, 2000. Pike & Fisher, 1010 Wayne Avenue, Suite 1400, Silver Spring, MD 20910-5600. July 5th

reports on a General Accounting Office finding that many investor arbitration awards are not paid or paid only partially; discusses the use of computer-assisted negotiation (specifically the positive and negative consequences of the anonymity provided in such a forum); and, summarizes several recent cases.

July 19th opens with a discussion of the American Bar Association's recent stand against multidisciplinary practice (which prevents lawyers from sharing fees with and engaging in a business with nonlawyers such as non-lawyer mediators). The article notes that some jurisdictions allow lawyers to engage in ancillary businesses and "strategic alliances" with nonlawyer-controlled entities. Other articles include: the possible use of ADR in resolving domain name abuses ("cybersquatting"); obligations arbitrators have to assure that the process is speedy and cost-effective as well as just; and, a comparison of the resolution of consumer complaints in traditional versus online contexts.

August 2nd reports on the proposed revisions to the Uniform Arbitration Act, and discusses possible criticisms of, and downsides to, the use of ADR.

August 16th includes an argument that mediation is not the appropriate forum to handle complaints of racially discriminatory policing, or most citizen complaints against police. Other articles include contest-winning essay by a Georgetown Law student examining the phenomenon of concession aversion in negotiation, a report on the successful mediation of commercial fishing rights by American Indian tribes in northern Michigan, and an examination of the pros and cons of attorney participation in special education mediation.

In addition to analysis of numerous court decisions and various Federal ADR programs, October includes an article about early mediation in class action suits.

ADR Trends, Center for Alternative Dispute Resolution, Judiciary, State of

Hawaii, P.O. Box 2560, Honolulu, HI 96804.

AFCC Newsletter, Association of Family and Conciliation Courts (AFCC), 329 W. Wilson St., Madison, WI 53703, 608-251-4001, 608-251-2231, afcc@afccnet.org, <http://www.afccnet.org>.

Alternative Resolutions, State Bar of Texas Alternative Dispute Resolution Section, P.O. Box 1248, Capitol Station, Austin, TX 78711, <http://www.texasadr.org>.

Alternatives, CPR Institute for Dispute Resolution, 366 Madison Ave., New York, NY 10017-2311, 212-949-6490, Alternatives@cpradr.org, <http://www.cpradr.org>.

ASIL Newsletter, May-June 2000, American Society of International Law, 2223 Massachusetts Ave. NW, Washington DC 20008-2864, 202-939-6000, Fax: 202-797-7133, services@asil.org, <http://www.asil.org>.

Best Practice Notes on Delivery of Legal Assistance to Older Persons, The Center for Social Gerontology, 2307 Shelby Ave., Ann Arbor, MI 48103, 734-665-1126, Fax: 734-665-2071, tcsgr@tcsgr.org, <http://www.tcsgr.org/med.htm>.

Caucus Newsletter, Marquette University Center for Dispute Resolution Education, P.O. Box 1881, Milwaukee, WI 53201-1881.

The Chartered Institute of Arbitrators Newsletter, May 2000, Chartered Institute of Arbitrators, International Arbitration Centre, 24 Angel Gate, City Road, London EC1V 2RS, England, 0171-837-4483, Fax: 0171-837-4185, 71411.2735@compuserve.com. May reports on several decisions affecting arbitrators.

The Community Mediator, Spring/Summer 2000, National

Association for Community Mediation, 1527 New Hampshire Avenue, NW, Fourth Floor, Washington, DC 20036, 202-667-9700, 202-667-8629, nafcm@nafcm.org, <http://www.nafcm.org>. Spring/Summer's "Practice Notes" focuses on liability issues in mediation. Other article topics include mediation of cases where the parties hold different "worldviews" and are unable to effectively communicate, and a brief discussion of the process of Family Group Conferencing to help young people succeed in school.

Conciliation Quarterly, V19#3, Summer, 2000, Mennonite Central Committee, 21 S. 12th St., P.O. Box 500, Akron, PA 17501-0500. Summer's articles focus on mentoring.

Concur, Concur Inc., 1832 Second St., Berkeley, CA 94710.

Conflict Prevention Newsletter, European Platform for Conflict Prevention and Transformation, P.O. Box 14069, 3508 SC Utrecht, The Netherlands, Fax: 31-30-253-7529, euconflict@euconflict.org, <http://www.euconflict.org>.

Conflict Resolution Notes, Conflict Resolution Center International, Suite 203, 204 37th St., Pittsburgh, PA 15201-1806.

Consensus, Public Disputes Network, Harvard Law School, Program on Negotiation, 513 Pound Hall, Cambridge, MA 02138.

Constructive Citizen Participation, Development Press, 5096 Catalina Terrace, Victoria, BC V8Y 2A5, Canada, 250-658-1323, Fax: 250-658-8110, connor@connor.bc.ca, <http://www.connor.bc.ca/connor>.

Convenor, Dispute Resolution Services, 590 Madison Ave., 21st Floor, New York, NY 10022. Published online at <http://www.convenor.com> or available by email from: chris.honeyman@ibm.net

Courier, #32, Summer, 2000, The Stanley Foundation, 209 Iowa Avenue, Muscatine, Iowa 52761. Summer issue includes a discussion about military intervention for humanitarian purposes in international crises; an article focusing on the need to craft justice for historical wrongs to allow reconciliation and long-term peace; and, a brief description of one way Rwandan society is trying to accomplish that goal following the 1994 genocide.

CRC News, Community Relations Council, 6 Murray St., Belfast BT1 6DN, Northern Ireland.

Creative Response, Children's Creative Response to Conflict: Capital Area, 7710 Carroll Ave., Takoma Park, MD 20912.

Currents: The Newsletter of Dispute Resolution Law and Practice,

American Arbitration Association (AAA), 335 Madison Ave. - 10th Fl., New York, NY 10017-4605, 212-716-5800, Fax: 212-716-5905, aaaheadquarters@adr.org, <http://www.adr.org>.

Dispute Resolution Section

Newsletter, New Jersey State Bar Association, New Jersey Law Center, One Constitution Square, New Brunswick, NJ 08901-1500.

Dispute Resolution Magazine,

Summer, 2000, American Bar Association Section of Dispute Resolution, 740 15th Street, NW, Washington, DC 20005, 202-662-1680, 202-662-1683, dispute@abanet.org, <http://www.abanet.org/dispute>. Summer articles focus on the issue of corporate ADR. Also included is a debate on the future of problem-solving in legal education.

Dispute Resolution Times, American Arbitration Association, 335 Madison Ave. - 10th Fl., New York, NY 10017-4605. 212-716-5800. Fax: 212-716-

5905, aaaheadquarters@adr.org, <http://www.adr.org>.

El Acuerdo, Lavalle 1567, 9° Piso, C.P. 1048, Buenos Aires, República Argentina, 4372-1587 (Spanish).

ESR Forum, Educators for Social Responsibility, 23 Garden St., Cambridge, MA 02138.

European Arbitration, Michael Chapman, BP 3, F-01350 Culoz, France. mchapman@zen.dedal.fr.net.

Also available at:

<http://idun.unl.ac.uk/~elm8baylg/ca.html>

FMA in Brief, Family Mediators Association, 46 Grosvenor Gardens, London SW1 0EB, England.

Focus on Study Circles, Study Circles Resource Center, P.O. Box 203, 697 Pomfret St., Pomfret, CT 06258.

ICAR Newsletter, Institute for Conflict Management and Resolution, George Mason University, Fairfax, VA 22030-1300.

The ICC International Court of Arbitration Bulletin, ICC

International Court of Arbitration, 38 Cour Albert 1er, 75008 Paris, France.

Infoblatt Mediation, Mediation e.V., Rosenanger 20, 31595 Steyerberg, Gerinany.

Interaction, V12#2, Summer 2000.

Network: Interaction for Conflict Resolution, Conrad Grebel College, Waterloo, Ontario N2L 3G6, Canada, 519-885-0880, 519-885-0806, nicr@nicr.ca, <http://www.nicr.ca>.

Summer issue focuses on a discussion of the negative mediation experiences of women in Nova Scotia who were victims of abuse. Other articles include: victims' responses to restorative justice programs; new rules affecting Ontario's mandatory mediation programs; conflict-resolution programs in schools; and

alternative dispute resolution in the police grievance system.

International Conflict Resolution

Centre Newsletter, International Conflict Resolution Centre, School of Behavioural Sciences, University of Melbourne, Parkville, Victoria 3010, Australia, 613-03-93447035, Fax: 613-03-93476618, ICRC@PSYCH.UNIMELB.EDU.AU, <http://www.psych.unimelb.edu.au/ICRC.html>

International Peace Research

Newsletter, International Peace Research Association, Antioch College, Yellow Springs, OH 45387.

JCA Newsletter, #6, March, 2000,

Japan Commercial Arbitration Association, Taishoseimei Hibiya Bldg. 4F, 9-1, Yurakucho 1-chome, Chiyodaku, Tokyo 100-0006, Japan, 81-3-3287-3061, 81-3-3287-2064, arbicaa@sepia.ocn.ne.jp.

<http://www.jcaa.or.jp>. The lead article summarized the remarks of Professor Yasuhei Taniguchi of Teikyo University on "The Role of the Arbitrator in International Commercial Arbitration," which were made at JCAA's International Commercial Arbitration Forum held in November, 1999.

Just Resolutions, V6#1, October, 2000, American Bar Association Section of Dispute Resolution, 740 15th St NW, Washington, DC 20005, 202-662-1680, 202-662-1683, dispute@abanet.org, <http://www.abanet.org/dispute>.

October's "Practice Tip" discusses problems that arise during construction projects.

LCIA Newsletter, v5#2, 2000, London Court of International Arbitration, The International Dispute Resolution Centre, 8 Breems Buildings, Chancery Lane, London EC4A 1HP, England, 44-0-20-7504-8008, Fax: 44-0-20-7405-8009, lcia@lcia-arbitration.com, <http://www.lcia-arbitration.com/lcia>.

Litigation, Procedure, & Dispute Resolution Abstracts, Legal Scholarship

Network, lsn@publisher.ssrn.com. 2000 includes the text of an address given about the International Centre for Settlement of Investment Disputes, and articles on arbitration in Latin America, Uganda, and Asia.

LRE Network News, New Jersey Center for Civic and Law-Related Education, College of Education and Human Services, Kozlowski Hall, Fourth Floor, Seton Hall University, South Orange, NJ 07079.

Mediation News, Academy of Family Mediators, 5 Militia Drive, Lexington, MA 02421, 781-674-2663, Fax: 781-674-2690, afnoffice@mediators.org, <http://www.mediators.org>.

Mediation News, Australian Dispute Resolution Assoc., South Australian Dispute Resolution Assoc., and Victorian Assoc. for Dispute Resolution, c/o Dale Bagshaw, University of South Australia, St. Bernards Rd., Magill 5073, South Australia, <http://www.ausdispute.unisa.edu.au/SADRA.htm>.

Mediation On-Line Newsletter, Stephen Marsh, Zisman Law Firm, 200 Renaissance Place, 714 Jackson Street, Dallas, Texas 75202. ethesis@aol.com, <http://adrr/cp/adr9/013.htm>.

The Mediator, Mediation Offices of Michael Becker, Esq., One Kings Highway North, Westport, CT 06880, 203-454-4270, 203-454-4467, mediate@snet.net.

NASD Regulation: The Neutral Corner, NASD Office of Dispute Resolution, 36th Floor, 125 Broad St., New York, NY 10004.

National Newsletter, The Institute of Arbitrators & Mediators Australia, Level 1, 22 William St., Melbourne, Victoria 3000, Australia.

NBA-Arbitration Section Newsletter, Spring, 2000. National Bar

Association, c/o Arbitration Section, 1225 11th St. NW, Washington DC 20001. Spring includes an article by Charles Donegan outlining the procedure he believes is followed by most arbitrators, with advice to attorneys presenting cases in arbitration.

New Jersey Arbitration Newsletter, Administrative Office of the Courts, Hughes Justice Complex, Trenton, NJ 08640-2222.

New Jersey Civil Complementary Dispute Resolution Newsletter, v.6 #2, Spring, 2000, Civil Practice Division, Administrative Office of the Courts, P.O. Box 981, Trenton, NJ 08625. Spring publishes the "Standards of Conduct for Mediators in Court-Connected Programs."

The New York Mediator, ADR Office, NYS Unified Court System, 98 Niver St., Cohoes, NY 12047.

Neve Shalom/Wahat al-Salam Oasis of Peace, American Friends of Neve Shalom/Wahat al-Salam, 121 Sixth Ave., Suite 502, New York, NY 10013.

News Express, Alberta Arbitration and Mediation Society, 110 Law Centre, University of Alberta, Edmonton, AB T6G 2H5, Canada.

News from Peace House, Peace Resource Center, Pyle Center, Box 1183, Wilmington, OH 45177.

Newscaster, Ohio Mediation Association, c/o Esther Damaser, The Mediation Alternative, 1325 Spillan Road, Yellow Springs, OH 45387.

Newsletter-ARIAS(UK), A.R.I.A.S. (UK), 5 Ashleigh Gardens, Crowborough, East Sussex TN6 1YW, England.

Newsletter-Association of Family and Conciliation Courts, Association of Family and Conciliation Courts, 329 W. Wilson St., Madison, WI 53703,

afcc@afccnet.org, <http://www.afccnet.org>

Newsline, Oakland Mediation Center, 2267 S. Telegraph Rd., Bloomfield Hills, MI 48302.

Ombudsman News, The Ombudsman Association, Suite 104-265, 5521 Greenville Ave., Dallas, TX 75206.

Parc News, Program on Analysis and Resolution of Conflicts, Syracuse University, 712 Ostrom Ave., Syracuse, NY 13244-4400.

Participation Quarterly, International Association for Public Participation, P.O. Box 10146, Alexandria, VA 22310.

Partners for Democratic Change International Newsletter, Partners for Democratic Change, 823 Ulloa St., San Francisco, CA 94127.

Peace Stories, Peacemaker Ministries, 1537 Ave. D - Ste 352, Billings, MT 59102.

PeaceWatch, V.VI#4, June, 2000, The United States Institute for Peace, 1200 17th St. NW, Washington, DC 20036-3006, 202-457-1700, Fax: 202-429-6063, usip_requests@usip.org, <http://www.usip.org>.

Peacebuilder, Institute for Multi-Track Diplomacy, 1819 H Street, NW, Suite 1200, Washington, DC 20006, 202-466-4605, Fax: 202-466-4607, imtd@imtd.org, <http://www.imtd.org> and National Peace Foundation, (same address) 202-223-1770, Fax: 202-223-1718, <http://www.nationalpeace.org>.

Punch List: Construction Dispute Avoidance and Resolution, V23 #2, Aug-Oct, 2000, American Arbitration Association, 335 Madison Ave. - 10th Fl., New York, NY 10017-4605, 212-716-5800, Fax: 212-716-5905, aaahqheadquarters@adr.org, <http://www.adr.org>. Aug-Oct 2000 includes articles suggesting ways to avoid disputes in design-build

construction projects and warns of dangers in drafting arbitration clauses.

Resolution, Ohio Commission on Dispute Resolution and Conflict Management, 77 S. High St. - 24th Fl., Columbus, OH 43266-0124.

The Resolution Report, Florida Dispute Resolution Center, Supreme Court Building, Tallahassee, FL 32399-1905, 850-921-2910, Fax: 850-488-0156, burliod@flcourts.org or 1896@mail.flcourts.org.

Resolutions: A Quarterly Update on Dispute Resolution, V8 #2, June, 2000, V8 #2, September, 2000. Department of Dispute Resolution Services, Office of the Executive Secretary, Supreme Court of Virginia, 100 North 9th St. - 3d Floor, Richmond, VA 23219, <http://www.courts.state.va.us>. September discusses the function of the Department of Dispute Resolution Services in Virginia Courts.

SCMA News, Southern California Mediation Association, 195 South C Street, Suite 250, Tustin, CA 92680, <http://www.scmmediation.org>.

Securities Arbitration Commentator, Securities Arbitration Commentator, P.O. Box 112, Maplewood, NJ 07040.

Signs of the Times, Christian Peacemaker Teams, P.O. Box 6508, Chicago, IL 60680-6508, 312-455-1199, Fax: 312-432-1213, cpt@igc.org.

Signal, International Association for Conflict Management, Conflict and Change Center, HH Humphrey Institute, University of Minnesota, 301 19th Ave. S., Minneapolis, MN 55455.

Snapshot, New York State Dispute Resolution Association, 182-A Washington Avenue, Albany, NY 12210, 518-465-2500, 518-465-0840, nysdra@nysdra.org, <http://www.nysdra.org>.

Special Report, United States Institute of Peace, 1200 17th Street NW, Suite 200, Washington DC 20036-3011, 202-457-1700, 202-429-6063, usip_requests@usip.org, <http://www.usip.org>.

SPIDR News, Society of Professionals in Dispute Resolution, 1527 New Hampshire Ave. NW, Washington, DC 20036, 202-667-9700, Fax: 202-265-1968, spidr@spidr.org, <http://www.spidr.org>.

SPIDR Training Section Newsletter, Society of Professionals in Dispute Resolution, 1527 New Hampshire Ave. NW, Washington, DC 20036, 202-667-9700, Fax: 202-265-1968, spidr@spidr.org, <http://www.spidr.org>.

Te Manutukutuku, Waitangi Tribunal, Department for Courts, P.O. Box 5022, Wellington, New Zealand, 04-499-3666, Fax: 04-499-3676, tribunal@courts.co.nz, <http://www.knowledge-basket.co.nz/waitangi/welcome.html>.

Track Two: Constructive Approaches to Community and Political Conflict, Centre for Conflict Resolution, c/o UCT, Private Bag, 7700 Rondebosch, South Africa.

Update, Stichting Nederlands Mediation Institut, Beurs - World Trade Center, Beursplein 37, Kamer 1559, Postbus 30137.3001 Rotterdam, Holland.

The Whole Lawyer, International Alliance of Holistic Lawyers, P.O. Box 753, Middlebury, VT 05753, 802-388-7478, Fax: 802-388-4079, info@iahl.org, <http://www.iahl.org>.

Working Together, Institute for Dispute Resolution, University of Victoria, Begbie Building, P.O. Box 2400 STN CSC, Victoria, BC, V8W 3H7, Canada, 250-721-8777, Fax: 250-721-6607, uvicidr@uvic.ca, <http://dispute.resolution.uvic.ca>.

World Arbitration and Mediation Report, Juris Publishing, 1 Bridge St., Irvington-on-Hudson, NY 10533.



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