



CPR

International Institute for
Conflict Prevention & Resolution

Mediation in Action: *Resolving a Complex Business Dispute*

CPR International Institute for Conflict Prevention & Resolution's **Mediation in Action: *Resolving a Complex Business Dispute*** video demonstrates the use of mediation to resolve a contract dispute between two companies. In this video, viewers witness a highly skilled mediator draw on a variety of mediation techniques to lead the disputing parties through the mediation process to a successful resolution. It should be of practical use to mediators, trainers and lawyers preparing clients for a mediation, as well as to mediation teachers and their students.

The video is 35 minutes in length, available via download or DVD, and is accompanied by a study guide. Organized in a question and answer format, the study guide supplements the video by providing additional insights into mediation preparation, techniques, practice and related issues such as confidentiality and discovery. It also highlights how parties' and a mediator's objectives undergo change in various stages of mediation.

There is a negotiation exercise, Prosando, available on negotiationexercises.com, that parallels the **Mediation in Action: *Resolving a Complex Business Dispute*** DVD.

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