Contents

About the Author vii
Foreword xiii
Preface xvii
Abbreviations xxi
Acknowledgments xxiii
Chapter 1 Expectations 1
Chapter 2 Preparation 11
Chapter 3 Neuroscience 33
Chapter 4 Culture 53
Chapter 5 Leverage 77
Chapter 6 Communicating 93
Chapter 7 Process 119
Chapter 8 Disputes 137
Chapter 9 Ethics 177
Chapter 10 Techniques 191
Tomorrow 205
End Notes 211
Bibliography 215
Appendix 1 IMI Olé! Case Analysis and Evaluation Tool 219
Appendix 2 CPR Corporate Early Case Assessment Toolkit 233
Appendix 3 Article: Dealing With ‘Selective Perception’ and Bad-Faith Allegations in Commercial Settlement Discussions 253
Appendix 4 Article: Culture and its Importance in Mediation 259
Appendix 5 Singapore Arb-Med-Arb Clause and Protocol 281
Appendix 6 Mediation Suitability Scan 285
Appendix 7 Sample Roleplay 297
Index 303