

Contents

Introduction		xi
PART 1	Finding the Hidden Vein of Gold	1
Chapter 1	Tower of Babel, Jeremy Lack (Switzerland)	3
Chapter 2	The Matryoshka Case, Tsisana Shamlikashvili (Russia)	21
Chapter 3	Let Your Soul Be Your Pilot: A Labor Mediation, Mohamed Alli Chicktay (South Africa)	37
PART 2	Don't Stay Where You're To, Come Where We're At	51
Chapter 4	Opening the Gate, Joanna Kalowski (Australia)	53
Chapter 5	Clash on the Construction Site: A Real Estate Dispute, Andrew Wei-Min Lee (China)	57
Chapter 6	Dumbbells, Defibrillators, and Different Legal Cultures, Colin Wall (Hong Kong)	67
PART 3	With Process Expertise Only	77
Chapter 7	Do You Hear Me?, Thierry Garby (France)	79
Chapter 8	The Dentist's Chair and the Rolling Stones, Srđan Šimac (Croatia)	87
PART 4	It's About the Encounter, Not the Agreement	103
Chapter 9	Variations on a Theme, Thierry Garby (France)	105
Chapter 10	Healing an Unnecessarily Deep Rift, Tony Allen (UK)	115

viii Contents

Chapter 11	Mediating a Medical Matter, Tat Lim (Singapore)	125
PART 5	Bringing Family Back	141
Chapter 12	Family Reunited, Laila Ollapally (India)	143
Chapter 13	A Scottish Castle and Family Ties, Ewan A. Malcolm (Scotland)	153
PART 6	Agreement Without Accord	161
Chapter 14	Agreement Without Accord, Karl Mackie (UK)	163
Chapter 15	Home: Sanctuary or Salvation?, Ashok Panikkar (India)	177
Chapter 16	Can't Get No Satisfaction, Sherif Elnegahy (Eygpt/Scotland)	189
PART 7	Stepping into the Middle	201
Chapter 17	Whose Children?, Greg Bond (Germany)	203
Chapter 18	An Improv Mediation, Prathamesh D. Popat (India)	219
Chapter 19	Building Circles of Trust, Sukhsimranjit Singh (India/US)	229
PART 8	The Power of New Parties	243
Chapter 20	Grandma Mare, Mushegh Manukyan (Armenia)	245
Chapter 21	It Really Happened in Frankfurt, Jawad Sarwana (Pakistan)	261
PART 9	New Tools, Outside Influences, and Unforeseen Events	277
Chapter 22	Training Day and A Bag Of Balls, Brad Heckman (US/Slovakia)	279
Chapter 23	Have a Conflict? Turn on Your TV!, María Cristina Camelino (Argentina)	287

Chapter 24	An Inspired Change of Mind, Eileen Carroll (UK)	299
Chapter 25	A Fatal Eight Final, Ursula Caser and Lia Vasconcelos (Portugal)	311
PART 10	Mediation Can Be Magical	327
Chapter 26	A Christmastime Mediation, Srđan Šimac (Croatia)	329
	About the Editors and Authors	337