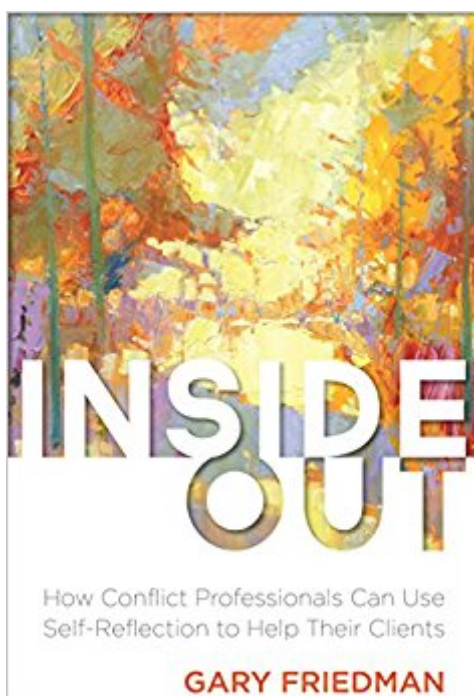


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# Inside Out: How Conflict Professionals Can Use Self-Reflection To Help Their Clients



## Synopsis

This new and insightful book, is based on a program that author Gary Friedman, along with colleague Jack Himmelstein (a law professor and lawyer) and Norman Fischer (a Buddhist monk) has been teaching for the last 6 years. It entails conflict professionals to consider self-reflection, challenging typical conventions of conflict professionals by replacing them with a full and deep commitment to bringing all of one's self to serve others. It directs the reader to pay attention to emotional clues - to understand and communicate them. Essentially, it's about acknowledging and using self-awareness. Working from the inside out. Whether you are a professional conflict resolver, litigator, mediator, or lawyer, this book is a must have resource to help increase clients' satisfaction.

## Book Information

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## Customer Reviews

Inside-Out is must reading not only for all mediators but for judges and lawyers. Why? Because we must all deal with conflict in our professional lives. This book explains why we must develop greater insights into our own inner conflicts through self-reflection in order to help develop solutions that will be practical and durable. Filled with wonderful stories and examples, this book is not only helpful but a pleasure to read. (Robert H. Mnookin, Williston Professor of Law; Director, Harvard Negotiation Research Project; Chair, Program on Negotiation, Harvard Law School)

Gary Friedman is a mediation trainer, mediator, and attorney in Mill Valley, CA. As a mediator, and Co-Director at The Center for Understanding in Conflict, Gary has trained lawyers, law professors

and judges in the Center's method of mediation and a mediative approach to lawyering and collaborative practice.

This book was a real surprise of a gem. I was curious about the lawyer-authors' approach to mediation. What I found was a framework for getting beneath anger and judgment to emotional issues that professionals feel as human beings when interacting with parties whether it be in mediation or as a professional adviser. This book is worth the read even if you are not considering becoming a mediator. I wish I had read this 40 years ago when I was starting out in practicing law. Of course, the book and the approach didn't exist then but I wish it had.

This is an outstanding book. The lessons and guidance are applicable to all of us who work at navigating our way through crises, relationships and all matter of daily living situations. I have bought several copies to share with friends and colleagues.

Beautifully written and well reasoned skills-based research on finding presence in the workplace especially for conflict practitioners. Gary Friedman has done an amazing job in this book I highly recommend it to all conflict practitioners, lawyers, judges, and peace builders.

Involved in a book study with other lawyers

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