



Handbook of Solution-Focused Conflict Management

Fredrike Bannink

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Introduces a new form of conflict management that is shorter, more hopeful, and more cost-effective than traditional methods essential reading for mediators, lawyers, jury experts and managers.

Benjamin Franklin once said: Every problem is an opportunity in disguise. In the new and highly successful approach of solution-focused conflict management described here, the focus is on discovering these opportunities to find the win-win scenario. The key lies in asking eliciting questions about goals, exceptions, and competences and in motivating clients to change. Clients perspectives are considered primary, and they are empowered to formulate their own hopes for the future and to devise ways to make them happen. Focusing on the preferred future facilitates change in the desired direction.

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