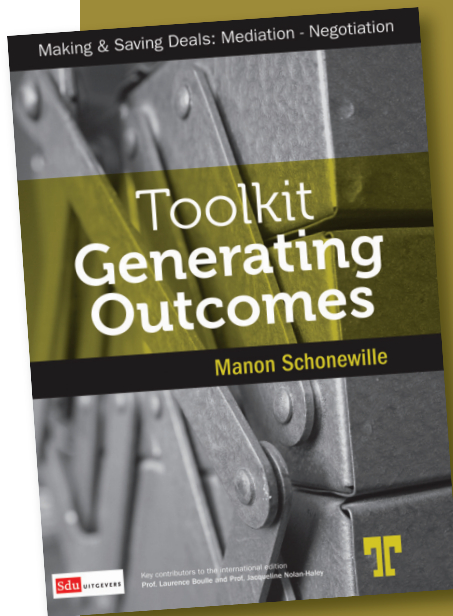
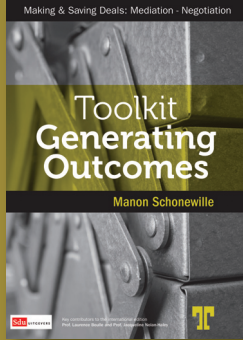


# Toolkit Generating Outcomes



*Toolkit Generating Outcomes* is a manual for how mediation can be used by various professionals for their own purposes. Managers, mediators, negotiators, trainers, coaches, consultants, lawyers, judges and other professionals can all benefit from using mediation techniques. This practical handbook contains an overview of the treasure trove of tools a mediator has at his/her disposal and is written to offer a clear guide on how to “technically” apply these tools. In particular, it includes comprehensive and easy-to-use practical checklists and overviews.

Because of its focus on specific and practical knowhow this publication is suitable for both practitioners and scholars.



The author, Manon Schonewille, is Executive Director of ACB Group and Toolkit Company. She also teaches business mediation at Utrecht University in the Netherlands.

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