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Recommended Citation
PRACTICE & PROCEDURE


This book is easy and fun to read, but not at all simplistic.

Goldman divides the book into six chapters that cover each stage of the mediation and arbitration process. Central to this process are subconscious beliefs and reactions, many of which developed in response to the ancient human fight for survival and may still be in operation today, even though they have become counterproductive. Once negotiators become aware of these psychological quirks, they can diffuse them in themselves, offset them in clients, and address them in an opponent in a way that lets everyone feel that they’ve gotten a good deal from the negotiation.

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While the content is presented in the context of negotiation and settlement processes, especially those he calls cognitive illusions and biases—the subliminal perspectives and beliefs that drive human bargaining behavior and that can undermine optimal outcomes. Once negotiators become aware of these psychological quirks, they can diffuse them in themselves, offset them in clients, and address them in an opponent in a way that lets everyone feel that they’ve gotten a good deal from the negotiation.

Goldman includes numerous thought experiments that help readers relate to the content and identify their own illusions and biases. There are a startling number of strange little quirks of belief or perception that just about everyone has and of which most of us are unaware. This is one of the things that make this book so much fun: the seemingly endless little bursts of insight as readers realize that “it’s not just me!” It also helps readers identify body-language cues that signal the operation of some of the cognitive processes.

This book is easy and fun to read, but not at all simplistic. Goldman writes in a down-to-earth, commonsense style that deftly blends the conversational with the profound. He uses everyday examples and analogies to explain a complex and evolving process, both in terms of human psychological responses and of the constantly developing settlement system. Value-added features include a glossary, an extensive bibliography, and a very good index.

Academic and law firm libraries would benefit from having this book in their collections, especially those with a practice or curriculum involving alternative dispute resolution. However, the book would be useful in any library—or for anyone seeking to become a better negotiator, a more productive team member, a more solid decision-maker, or a more useful participant in any collaborative or give-and-take venture. It is difficult to imagine a person with an open mind who wouldn’t benefit from this book. It has maximum bang for the buck and an is an entertaining read, as well.

—Rebekah Maxwell, Associate Director for Library Operations, Coleman Karesh Law Library, University of South Carolina School of Law, Columbia

REFERENCE

Consider the Source: A Critical Guide to 100 Prominent News and Information Sites on the Web.

As a quick guide to news websites, Consider the Source is a good reference tool to have. The sources covered by the author range from CNN and whitehouse.gov to Rotten Tomatoes and the satirical website whitehouse.org. Each site is reviewed in the same fashion, with sections titled “Overview,” “What You’ll Find There,” “Why You Should Visit,” “Keep This in Mind,” and “Off the Record.” Most section