

## How Mediation Works

Using conversation analysis to study the interaction between mediators and disputants, this study shows how mediation is used to resolve conflict in small claims and divorce mediation sessions. Angela Garcia explores the techniques mediators use to help disputants tell their stories, make and respond to complaints and accusations, and come up with ideas for resolving the dispute. By analyzing these techniques in their interactional context, she shows how they impact the experience and responses of disputants, and she demonstrates that mediator techniques can empower disputants, maximize disputant autonomy, and display a mediator's neutrality while, in some cases, the organization of talk in mediation may work against these goals. This book is the first to use conversation analysis to study how mediation works and how mediators can best help disputants.

ANGELA CORA GARCIA is Professor of Sociology at Bentley University. She conducts conversation-analytic research on mediation, emergency phone calls to the police, computer-mediated communication, air traffic communication, and political interviews and speeches. She is author of *An Introduction to Interaction: Understanding Talk in Formal and Informal Settings* (2013).

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Cambridge University Press  
978-1-107-02427-4 — How Mediation Works  
Angela Cora Garcia  
Frontmatter  
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## *Resolving Conflict Through Talk*

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Angela Cora Garcia  
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Cambridge University Press  
978-1-107-02427-4 — How Mediation Works  
Angela Cora Garcia  
Frontmatter  
[More Information](#)

## CAMBRIDGE UNIVERSITY PRESS

University Printing House, Cambridge CB2 8BS, United Kingdom  
One Liberty Plaza, 20th Floor, New York, NY 10006, USA  
477 Williamstown Road, Port Melbourne, VIC 3207, Australia  
314–321, 3rd Floor, Plot 3, Splendor Forum, Jasola District Centre,  
New Delhi – 110025, India  
79 Anson Road, #06–04/06, Singapore 079906

Cambridge University Press is part of the University of Cambridge.

It furthers the University's mission by disseminating knowledge in the pursuit of education, learning, and research at the highest international levels of excellence.

[www.cambridge.org](http://www.cambridge.org)  
Information on this title: [www.cambridge.org/9781107024274](http://www.cambridge.org/9781107024274)  
DOI: 10.1017/9781139162548

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First published 2019

Printed and bound in Great Britain by Clays Ltd, Elcograf S.p.A.

*A catalogue record for this publication is available from the British Library.*

*Library of Congress Cataloging-in-Publication Data*

Names: Garcia, Angela Cora, author.

Title: How mediation works : resolving conflict through talk / Angela Garcia.

Description: Cambridge, United Kingdom ; New York, NY : Cambridge University Press, 2019. | Series: Studies in interactional sociolinguistics | Includes bibliographical references and index.

Identifiers: LCCN 2019003349 (print) | LCCN 2019015694 (ebook) |

ISBN 9781107024274 (Hardback) | ISBN 9781107024274 (hardback)

Subjects: LCSH: Mediation. | Conflict management.

Classification: LCC HM1126 (ebook) | LCC HM1126 .G36 2019 (print) |  
DDC 303.6/9–dc23

LC record available at <https://lccn.loc.gov/2019003349>

ISBN 978-1-107-02427-4 Hardback

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To the loving memory of my father, Angel Antonio Garcia, an immigrant to the United States of America. He was a kind and gentle man who devoted his life to his family and his work.

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## Acknowledgments

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I would like to thank the mediators and mediation clients from the three mediation programs studied in this book. These mediation clients and mediators agreed to participate in this project and allowed me to videotape their mediation sessions. I would also like to thank the research assistants who did an outstanding job transcribing data when they were graduate students at the University of Cincinnati: Jennifer Baker Jacobs and Brent Shannon.

Some of the chapters in this book were based in part on previously published research articles. These articles analyzed only parts of the data sets, and in this book, the analysis has been expanded to include all of the data sets. Parts of the analysis in Chapters 2 and 3 are based on my 1991 paper in the *American Sociological Review* (“Dispute resolution without disputing: How the interactional organization of mediation hearings minimizes argument”). Part of the analysis in Chapter 5 is based on my 1995 paper in the *Journal of Sociology and Social Welfare* (“The problematics of representation in community mediation hearings: Implications for mediation practice”). Parts of the analysis in Chapters 6 and 7 were based on two papers in *Discourse & Society* (2000, “Negotiating negotiation: The collaborative production of resolution in small claims mediation hearings,” and 1997, “Interactional constraints on proposal generation in mediation hearings: A preliminary investigation”).

The people who taught me conversation analysis were wonderful teachers and inspired me to study and teach this topic: Janet Tallman at Hampshire College, Candace West at the University of California, Santa Cruz, and Don H. Zimmerman at the University of California, Santa Barbara. They set me on a path of researching and teaching conversation analysis that prepared me for the task of writing this book.

I would like to thank the National Science Foundation for a research grant that provided the funding for the collection of two of the data sets analyzed in this book (Law and Social Sciences program, grant SBR-9411224). I would like to thank Bentley University for a sabbatical during which much of the

xiv      Acknowledgments

work for this book was done. My editor at Cambridge University Press, Paul Drew, has been so helpful with editing, suggestions, and advice as I put this book together; I can't thank him enough. His input has greatly improved this book. Thanks also to commissioning editor Helen Barton, to Holly Monteith for copyediting the manuscript, and to Alexandra Nickerson for creating the index.