

TABLE OF CONTENTS

	Page
<i>Dispute Resolvers in a Post- September 11th World</i> by Maria R. Volpe and Staci Strobl	1-15
<i>Alternative Dispute Resolution in a Unionized Workplace</i> This article, edited by Marvin Johnson and Terry Vann, is a summary of a presentation by Tamara Andersen, Terri Owen and Kim Murphy of the Association of Flight Attendants and John Bray, Denise Robinson-Palmer, Maria Hovanesian and Darlene Wanamaker of United Airlines.	16-27
<i>Brain, Body, and Alternative Dispute Resolution: Negotiating With a Mind Toward Emotion</i> by Edward R. Ergenzinger Jr. and Terry D. Blumenthal	28-43
<i>Mandatory Employment Arbitration Agreements: The Key to Avoiding a Charge of Unconscionability</i> by Alyssa Shenk	44-56
<i>The Authenticity Requirement and The Necessity for Deception in Negotiation: The Paradox</i> by Robert D. Benjamin	57-62
<i>Transformative Mediation: A Practitioner's View</i> by Jonathan Kaufmann	63-71
<i>Resolving Customer Service Conflicts Confronting Local Governments</i> by Susan Gaffney	72-80

If you are interested in receiving a copy of this issue, please complete the following information. Please mail your check in the amount of \$10.00, payable to the Cooperative Consortium for Dispute Resolution (CCDR), Post Office Box 4744, Crofton, MD 21114-4744.

Name: _____

Address: _____

Telephone Number: _____
(Day) (Evening)