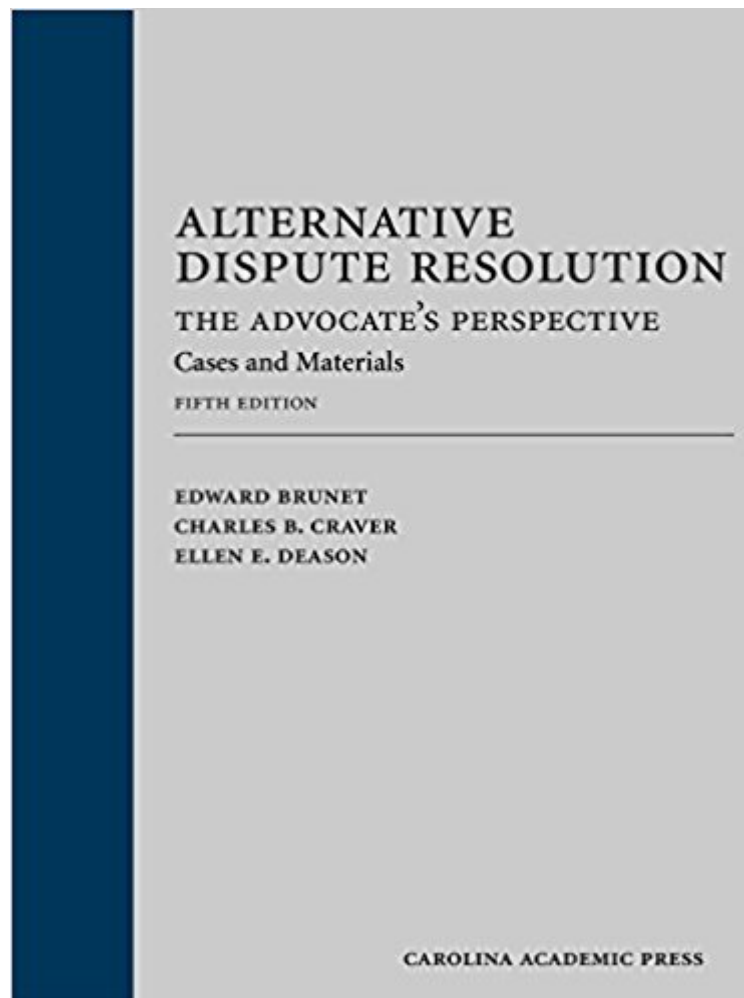


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The fifth edition updates and reassesses the "Big 3" of dispute resolution, negotiation, and mediation. Arbitration chapters provide coverage of new major cases, including DIRECTTV and Concepcion. New note materials raise serious questions about these cases and challenge the notion that there exists a national policy favoring arbitration. The updated mediation and negotiation chapters continue to be clear and teachable, and the Teacher's Manual contains more than 20 negotiation and mediation exercises.

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