**Corporate Culture and Business Communication: Conflict Management**

**Home assignment #6**

**Required reading:**

1. Billikopf, G. (2014). Party-Directed Mediation Facilitating Dialogue Between Individuals (3rd edition). University of California:

* Chapter 1 (pp. 3-10) What is PDM?
* Chapter 2 (pp. 32-40) Empathic Listening Strategies
* Chapter 3 (49-71) Pre-Caucus
* Chapter 5 (pp. 143-155) Mediating the Joint Session

1. Mediation simulation:complete the mediation process simulation in Smart LMS to check your understanding of home reading.