

HESHA ABRAMS

INTERNATIONALLY ACCLAIMED ATTORNEY • MASTER MEDIATOR • AUTHOR

Holding the Calm: The Secret to Resolving Conflict and Defusing Tension

by Hesha Abrams

How do you find a solution when a solution seems impossible?

MEET HESHA ABRAMS, ESQ.

Hesha Abrams is an internationally acclaimed attorney, master mediator, and negotiator known for crafting highly creative settlements and resolutions in high stakes, complex matters. For more than 30 years, she has been fascinated by human conflict and real world ways to resolve it.

The author of *Holding the Calm: The Secret to Resolving Conflict and Defusing Tension* [Berrett Koehler, Distributed by Penguin Random House July 2022], Abrams has the unique talent to work with big egos and strong personalities with the keen ability to create synergy among the most diverse personality types, driving toward agreement.

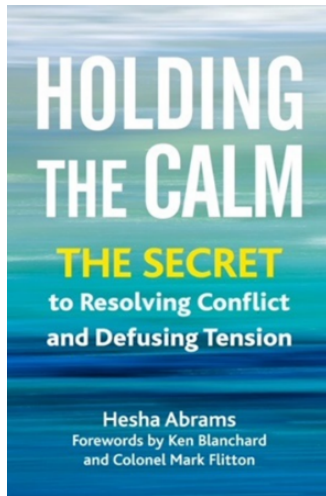
Abrams has successfully mediated for thousands of parties and was an innovator in the mediation field serving on the legislative task force that drafted landmark ADR laws. She has taught mediation and negotiation at the 2001 International Symposium on Negotiation and Conflict Resolution in The Hague, is a recipient of the Brutsché Award for Excellence in Mediation from the Association of Attorney Mediators, and is AV rated by Martindale Hubbell.



“Conflict doesn’t have to be miserable. There are ways to reduce tension and eliminate arguments before they start. Let me share the secrets with you,” she says.

ABOUT THE BOOK

Holding the Calm: The Secret to Resolving Conflict and Defusing Tension



In this book, readers will learn how to defuse conflict by tapping into tools that will help them identify personalized solutions for every problem.

Conflict can be destructive. Thousands of years of history have shown that human beings have always struggled to resolve disputes calmly and nonviolently. Now our society has less respect for its institutions and authority figures than ever because most people don't know how to lead out of a conflict stalemate. "But", says Abrams, "it doesn't have to be this way."

Holding the Calm is the ultimate guide to workable, easy to implement conflict management skills for approaching workplace issues, lawsuits, marriage disputes, and everyday arguments. This toolbox offers inspiration and techniques designed to facilitate civilized discussions involving drastically opposing viewpoints. The book's short chapters are written in an easy, accessible format to impart rich skills, anecdotes, and lessons that will arm readers with the best approaches to resolving conflict.

DISCUSSION BOOK TOPICS

- Learn strategies to defuse tension, settle cases, resolve disputes, and re-channel arguments.
- Discover the secret of draining the swamp of toxic emotions, and defusing tension so solutions can be found.
- Discern what it takes to drive a complex business deal to a successful conclusion.
- Learn to improve situations and solve difficult problems with bosses, co-workers, family, friends, neighbors, clients, customers, and business associates.
- Discover how to settle cases better and more efficiently.
- Learn how to successfully craft highly creative settlements and resolutions in very difficult matters.
- Learn how to personalize your approach to healing human conflict.

5 Successful ways to get your point across in an argument and be heard with respect

1. Ask yourself: What is the outcome you hope to achieve? Speak only toward that goal.
2. Center yourself and come from a place of power within yourself.
3. Decide to listen to what the other person has to say. If it's not acceptable, ask, "Would you explain to me how that would work?"
4. Start with speaking into the ears that are hearing you. Is the person receptive and kind, or aggressive and impatient? For a receptive person, share something of yourself and ask for help understanding their position. For the aggressive or impatient person, ask them to explain how their proposal would work.
5. Neuroscience has proven that humans have a bias of reciprocity. If you do something for me, I feel an innate desire to do something for you. This even works with just listening. If I listen to you, you will have a stronger urge to listen to me. If the person doesn't listen at first, simply listen to them again to stimulate their reciprocity urge.

INTERVIEW QUESTIONS

“Using game theory, the principles of quantum physics, and a keen diagnosis of the subterranean psychological issues, we can get you to the deal you want.” —**Hesha Abrams, Esq.**

- How do you stop conflict?
- How do you handle someone who is yelling at you?
- How do you respond to someone who is crying?
- What do you do when someone won't speak?
- How do you select the correct tools for solving different types of conflicts?
- How do you “Hold the Calm” when negotiating a business deal with high-powered executives?

DISTINGUISHED ENDORSEMENTS FOR *HOLDING THE CALM*

“You are amazing at what you do and how you approach it – world class, really. This book is an extension of that. Like reading a book from Tiger Woods about putting, or Celine Dion about hitting sustained long notes, or Steven Spielberg on storytelling – even if one can't perfectly reproduce the lessons of the master, the reader will become better at their craft by studying the master.”

—**Alan Fisch, Esq., Fisch Hoffman Sigler, LLP, Washington DC**

“Holding the Calm helps the reader understand the complex dynamic of intractable conflicts. Hesha's extraordinary breadth of experience is shared in bite size truths that make practical application very easy. While the other books espouse different theories, *Holding the Calm* unpacks conflict and helps all of us, whether a mediator, negotiator, employer or even a parent—find practical and creative solutions to difficult situations. It is a must read and a book that you will want to refer to again and again.”

—**Cindy Hallberlin, Esq., General Counsel and Compliance Officer, Digital Health Institute for Transformation NYC**

“Hesha is one of the rare people on the planet who was put here with a mission: to use her compassion, intellect, creativity and talent to help people in conflict find peace. Her work as a mediator and peacemaker has been inspiring to other mediators and her skill set is beautifully displayed in this very personal and very powerful new book. Hesha speaks from the heart, not just from her brilliant head. Read it and, more importantly, incorporate it into your practice. Her successes are legendary, and her passion is inspiring.”

—**Kay Elliott, Esq., Attorney-mediator-coach for ADR advocates, Texas A&M School of Law**

“If everyone were to know what *Holding the Calm* reveals, the world would be a considerably different place. In crisp and accessible fashion, *Holding the Calm* sheds light on how to overcome some of the most perplexing issues businesses and humans experience. I laughed, nodded, and underlined text the whole way through.”

—**Chris Gasper, Esq., Milbank. New York, NY**

“I've read your book and understand now more than ever why you're so good at what you do. It needs to reach a wide audience.”

—**Judge A. Joe Fish, U.S. District Court NDTX**

“This book absolutely rocks. We have so many colleagues that pen books that are so densely filled with medical or legal terminology or shorthand that they are inaccessible gibberish to the average reader. Then there are the volumes of mystical weirdness that encourage people to hug each other in a cosmic field filled with lavender and Skittles until their chakras fall out. Your book is direct and practical. Every reader will learn something new, or reimagine their current approach to conflict, regardless of their current skill level. Thank you for unleashing this knowledge into the universe! I'm already waiting for the sequel!”

—**David Aaron DeSoto, Esq., Mann Law Firm PLLC, Houston, Texas**

"This isn't a book on theory. Hesha Abrams is a "boots on the ground" mediator focused on what works in the trenches of negotiation warfare. Through decades of experience of trial-by-fire, Hesha has discovered the secrets to dissolve egos, assuage big personalities, and loosen up those dug in heels. *Holding the Calm* shares those lessons in easy to read, bite-sized chunks. I've highlighted my copy up and down, and will keep it near, for the next time I need to unstick a sticky situation. I want a copy for everyone on my team."

–Michael Eddy, Vice President, Analytics, Global Innovation Fund, San Francisco, CA

"What a great book! Full of really useful and practical information. Your enthusiasm for your art and passion for helping people find their "peace" is obvious. My favorite part was: "So how BIG can we get? How Smart, How Wise, How Kind, How Skillful? I don't know, I'm not dead yet." LOVE IT!!"

–Hilary Rapkin, Esq., Chief Legal Officer Wex, Inc., Portland, Maine

"Sometimes it seems like anger, conflict, and aggression define the human condition. Hesha's book provides the perfect antidote. A must read for anyone who navigates life's difficult conversations – mediators, negotiators, salespeople, employees, employers, committee heads – the list is endless. You're guaranteed to improve your responses and your results!"

–Sarah Caverhill, Vice President Sales, The Ken Blanchard Companies, Co-Author *Your Leadership Legacy*, Atlanta, GA

"Transcending the courts, and offering huge value to business, Hesha smartly delivers wisdom and power gleaned from a lifetime in mediation. All organizations hold "guards to the gates of change" that may be detrimental to growth and value. Though difficult to identify, people, and the processes they control, often reveal themselves only when they "draw swords" to defend positions or status quo regardless of evidence or rational thought. *Holding the Calm* provides a playbook of techniques leaders can draw upon to help their "guards" capture new opportunities available to the business while preserving the valuable of the present."

–Rod Hightower, Past Fortune 500 executive, Private Equity President, CEO

"As an intellectual property litigator for more than 30 years and manager of attorneys and clients for many of them, Hesha is correct that most conflict focused decision-making typically comes from a place of fear. Once one understands that and the particular fears that are in play, you can use the tools outlined in this terrific book, provided in an easy to understand and relatable form, to move difficult people and problems to a successful conclusion. The insights provided in this book are important to understand for anyone dealing in conflict, not just mediators."

–Robert Brunelli, Esq., Sheridan Ross PC, Denver, CO

"Hesha Abrams is a tour de force and so too is *Holding the Calm*. Drawn from 30+ years of high-stakes mediations, Hesha opens the door to exploring the human psyche. And that's where the real magic is: understanding people, their motivations, their fears, and their need for validation. All aimed at the noble calling of finding peace. Let's hope for a sequel - this writer has more to offer."

–Craig Florence, Esq., Foley & Lardner, Dallas, Texas

"Don't be fooled by this easy, fun read by a master mediator and deal maker. Beneath the surface lies pattern recognition and insight from decades in the trenches of strident conflict informed by recent advances in social and brain science. This brilliant book sits at the corner of theory and practice ready to improve your game on Monday."

–Don Philbin, Jr. JD, MBA, LL, ADR Toolbox

"The book is fantastic. This is really going to help a lot of people. Pfizer may have developed a vaccine to protect against the physical effects of COVID, but a book such as this may help cure the societal impact of the pandemic by giving people a shot of courage to open an honest dialogue with their neighbors. At the very least, this should be required reading for mediators that are operating on the front lines of the "new normal" that has resulted in an increase of divorces, unemployment, bankruptcy, addiction, and litigation in a court system that has all but broken down during the pandemic."

–D. Aaron Desoto, Esq., Mediator/Arbitrator, Houston, TX

"Hesha pours her wisdom, intuition, and gravitas into this powerful book which pulls back the curtain to reveal some of her extraordinary secrets and skills. Simply put, Hesha is the best mediator in the business. Hesha has polished her abilities to the point where they are truly out-of-this-world great. This real page-turner of a book is jam-packed full of her experiences and anecdotal stories and contains important information for any lawyer who wants to better serve their clients through meaningful negotiation advocacy."

–Dawn Estes, Esq., Estes Thorne Carr, Dallas, TX

"In this book, Hesha extracts from her wealth of mediation experiences key lessons and skills for mediators, mediation advocates, and negotiators. The book delivers that information in a "self-help," easy to digest style that captures the reader's attention and invites thoughtful consideration without getting bogged down in lots of verbiage."

–Harrie Samaras, Esq., ADR Office of Harrie Samaras, Pennsylvania

"Just read Hesha's *Holding the Calm* during one sitting. How refreshing that we have a book that lays out some of the most successful ways to bridge gaps and bring people together in the goal of striking a deal. I can't wait to order dozens of her book for all of my lawyer friends and fellow general counsel colleagues."

–John Harvey, Esq., General Counsel Innovation First International, Dallas, TX

"Hesha explains her performance-based strategies in *Holding the Calm* in an easy to understand and easy to apply way. Hesha's techniques provide a special awareness of people that help lead to successful outcomes."

–Judy Eddy, Educator, President American Association of University Women

"Hesha Abrams is, by far, the best mediator I have ever appeared before. And her new book is, by far, the best book on conflict resolution I have ever read."

–Howard A. Kroll, Esq., Tucker Ellis LLP, Los Angeles, CA

"Hesha's 'tools for the toolbox,' so to speak, offer helpful pathways to consider when hopelessly stuck and looking for traction. Great work - I will be shamelessly adopting ideas from your book in mediations down the road!"

–Mark W. Sims, President, Texas Association of Mediators

"Congratulations on a fine work. I believe you have really created a work of art. I loved the many examples as well as the stories. I am one of those people who learn through others' experiences. Thank you for creating this for all of us."

–Don Swift, Mediator, Wichita Falls/Dallas, TX

"I want to express my appreciation of, and admiration for, *Holding the Calm* , and the best way to do this is to vote with my pocketbook, and to that end I'd like to preorder 25 copies. In a profession defined by conflict, complexity, and change, few mediators have a North Star to guide them as the settlement process reaches its darkest point. *Holding the Calm* -- filled with stories, quotes, and perspectives no one can forget -- will be that North Star to many of us going forward."

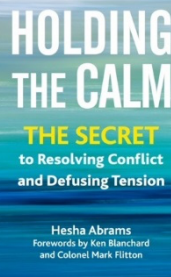
–John DeGroote, Esq., Attorney Mediator, Dallas, TX

"I've attended a training where you presented, and I could hear you while reading. The book contains so much wisdom, advice, and encouragement that it is worth reading again, and again, and again. It's needed and important! The book is light (a good thing) and intelligent. Thanks for sharing at so many different levels."

–Gene Roberts, Jr., Esq., Director Student Legal & Mediation Services, Sam Houston State University, Huntsville, TX

"I read your book during my flight to Seattle and back. Your style is so unique and your advice so specific - just about no one else does that. And if anyone else does do it, they do not do it with the skill, tenacity, wisdom, and imagination that you bring to the table. It's really good! It presents important and very useful ideas, and mediators and advocates will certainly benefit from it. Outstanding!"

–Arthur Chaykin, Mediator, KC, Kansas



"I already knew firsthand that Heshia delivers as a world-class mediator. I didn't know whether she was any good at teaching. She's apparently great at that too. This book is filled with wisdom and offers tools that I wish every mediator had. It also provides important insights to litigators, who are in a constant negotiation during the life of their cases, not just when mediating."

–Jeff Eichmann, Esq., Dovel and Luner, Santa Monica, CA

"Heshia Abrams has given the community a tome of serious, practical advice with interjected humor. A tome is, by definition, a heavy, serious book. Her tome is light in length but heavy in suggestions to make the magic of conflict resolution work. I am still experimenting with her suggestion of the difference between "could" and "would". It is a good, quick read to encourage us in some of the darkest hours of the use of this process."

–Cecilia Morgan, Esq., JAMS Panelist and ADR Professional

"All the antidotes, historical notations, and personal stories kept me engaged from beginning to end. I DID feel like we were sitting across from each other chatting away. I was recently thinking about the post office with all the chaos currently surrounding them, and it reminded me about the past shootings and how we haven't had any. Thank you for explaining why!"

–Lisa Rogy, Director of Clinics, Los Angeles, CA

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