



# ADR STRATEGIES

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You are receiving this communication as a result of your interest in alternative dispute resolution.

Every interpersonal interaction usually involves both verbal and nonverbal components. Many times the nonverbal cues may communicate more than and be inconsistent with the spoken words. Look for:

- Tone of voice cues indicating a contrary tone which may negate a positive verbal message.
- Hostile gestures such as crossed arms or eye rolling.
- Avoidance of direct eye contact may indicate evasive/deceptive communication.

Also, remember, you are always communicating nonverbally so be aware of nonverbal cue leakage that you may exhibit and take care not to have nonverbal cues that are inconsistent with your intended verbal messages.

Many years ago I received a Ph.D. from the University of Michigan in Communications. Before I went to law school I taught interpersonal relations, group interaction, conflict resolution, intercultural communication courses and served as a jury consultant. I apply the communication issues and solutions I taught, coupled with 30 years of legal practice experience to my alternative dispute resolution practice. I am, also, pleased to serve on the Board of Governors of Loyola Law School and to be Managing Director of **CaseXplorer® Arbitration™ (CXA), the innovative online arbitration evaluative tool**. Feel free to call me to discuss CXA. To find out more information on CXA, click on the following link: [CaseXplorer Arbitration](#).

### THINK ABOUT THIS PRIOR TO YOUR NEXT MEDIATION/ARBITRATION

Please contact me to discuss your next mediation. You may call me on my direct line: (310) 552-9800 or e-mail me on my personal e-mail: [jkessler@kesslerandkessler.com](mailto:jkessler@kesslerandkessler.com).

To schedule a mediation with me, please call my Case Manager Conner Clemons at (310) 552-9800 and **WE WILL MAKE IT HAPPEN**. I am, also, available on the USDC Mediation Panel and as an Arbitrator or Mediator through the American Arbitration Association Arbitration and Mediation Panels. **PLEASE NOTE MY NEW STREET ADDRESS AND SUITE NUMBER 1880 Century Park East, Suite 1402, Los Angeles, California 90067.**

Please visit my website: [www.joanbkessler.com](http://www.joanbkessler.com)

To change your address or remove your name from my list call me at (310) 552-9800 or just send me an email to [jkessler@kesslerandkessler.com](mailto:jkessler@kesslerandkessler.com).

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