



ADR STRATEGIES

JOAN B. KESSLER, JD, PhD

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

As my 10th year of sending these alternative dispute resolution advisories moves along, I am struck by how effective communication skills remain important to successful mediations and arbitrations. For instance:

- Use of respectful communication by everyone involved with the process reduces hostility. Nothing is gained by being insulting and much is gained by being courteous, professional and seeking common ground.
- Focusing on what people mean and not just what they say through the use of empathic listening and paraphrasing.
- Identifying and focusing on the key issues in dispute in order to heighten the likelihood of settlement in a mediation or to shorten the time necessary to complete an arbitration.

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 my 30 years of legal practice experience to my alternative dispute resolution practice.

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.

To schedule a mediation with me, please call my Case Manager Janis Watson 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

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.

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