



ADR STRATEGIES

JOAN B. KESSLER, JD, PHD

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

As I begin my 11th year of sending out ADR Strategies, the impact of Nonverbal Communication comes to mind. Nonverbal Communication can impact participant interaction in a mediation and should be considered in evaluating communication feedback during the mediation:

- **TIME**

To some punctuality is critical, yet to some punctuality is not a priority. It may be culturally related. Try to be on time for a mediation as others may be insulted if you are late.

- **GESTURES**

Folded arms can communicate blocking the message or a negative reaction to a message. Think about this before you fold your arms.

- **EYE CONTACT**

Rolling of the eyes can be a sign of exasperation and may be interpreted by the receiver as a rude gesture. Attempt to avoid this. Try to look directly at the person you are communicating with and look at their eyes if possible.

- **PERSONAL SPACE**

Some people like to stand close to the person they are communicating with and even touch the person they are speaking with while others do not. This is sometimes culturally related. Carefully assess the receiver of your messages in a mediation and adjust distance and be careful of touching as it may be unwanted.

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. 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.

To schedule a mediation with me, please call my Case Manager Samuel O'Braitis 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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