



ADR STRATEGIES

JOAN B. KESSLER, JD, PHD

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

As my 6th year of sending out these ADR STRATEGIES begins I am reminded of key issues in successful Alternative Dispute Resolution, especially related to the many cases I have recently handled involving conflicts in family businesses:

- **Be prepared:** Research the legal, factual, and sometimes emotional issues.
- **Be courteous** to everyone involved: the neutral and all those involved in the dispute. Leave raised voices and colorful language outside.
- **Think outside the box:** Sometimes more than money is involved. Get creative in dispute resolution especially with warring family members.
- **Be patient:** It took years for the dispute to arise, sometimes generations. Give time for a resolution to take hold.

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 25 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@adrservices.org.

To schedule a mediation or arbitration please call my case manager Eve Thorstens at (310) 201-0010 at ADR Services, Inc. If the date you desire is not available please call me on my direct dial number (310) 552-9800 and **WE WILL MAKE IT HAPPEN.**

To set up family business facilitation or to have me serve as a Special Administrator on an estate matter please call me directly at (310) 552-9800. I look forward to working with you.

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@adrservices.org.

© 2012 Joan B. Kessler. All rights reserved.