



ADR STRATEGIES

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

Many times a mediation starts on a very negative note. Sometimes, one or both sides want to get up and leave. The plaintiff may have a grossly inflated view of the case and start at an unrealistically high number. The defendant may have a grossly undervalued view of the case and begin with an unrealistically low number.

- Do not be a defeatist when an offer is either unrealistically high or low.
- Mediation is a process that may take some time to complete.
- Continue on with the negotiation dance.
- Trust the mediator's perseverance and encouragement and become educated about the other side's facts and law which may be new information. Turn a negative into a positive.

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.

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