



ADR STRATEGIES

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

For years, I have encouraged simple strategies that are basic to settling disputes:

- All **relevant parties** must be at the mediation. I prefer that people be there in person, but I have used SKYPE and telephonic communication.
- A **person with settlement authority** must be there. As the session progresses, adjustments may be required and additional or different sources of authority may be required. It is necessary to start out with a meaningful level of authority and an authorized person to make an offer or accept an offer.
- Be ready to **think outside the box**.

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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