



## ADR STRATEGIES

### JOAN B. KESSLER, JD, PHD



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

In some recent mediations, I have been struck by the importance of listening.

- I listen to the words and observe the nonverbal cues such as tone of voice and gestures in assessing what is really being said.
- I listen to the attorneys and their clients to make sure I am receiving the same message from both.
- I listen for anger and hostility and work to diminish both so that settlement messages are received and processed.

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 over 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](mailto: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](http://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](mailto:jkessler@adrservices.org).

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