



ADR STRATEGIES

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

Some important mediation issues for your consideration:

- **Are the litigants realistic about the possible case outcomes? Can the attorneys, in conjunction with the mediator, help the litigants be more realistic?**
- **Is there anything in addition to money that will resolve the dispute? Is the mediator able to get the parties and counsel to think outside the box?**
- **Have emotions clouded the litigants' ability to make informed business decisions about settlement? Can counsel and the mediator help focus the parties on the settlement objectives and reduce the emotional component?**

Many of these issues regularly come up at a mediation and reinforce the importance of effective communication skills.

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.

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.**

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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