



ADR STRATEGIES

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

On a regular basis, I have mediations involving people from diverse cultural backgrounds. Communication breakdowns bog down mediations generally, but where cultural diversity is an issue, all participants must work even harder to address the intercultural uniqueness.

Please remember:

- Even if everyone speaks English, there may be cultural uniqueness that can lead to communication breakdowns.
- Watch for nonverbal cues: Diverted eyes, crossed arms, etc., that may indicate communication problems.
- Try to establish common ground with people from diverse backgrounds.
- Be flexible. Go beyond The Golden Rule and try to put **yourself** in the **other's shoes**. How do they feel about what is happening? How might cultural uniqueness impact the interaction?
- Paraphrase and use empathetic listening to see if the message has been received as intended.

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@kesslerandkessler.com.

To schedule a mediation or arbitration with me, please call my Case Manager Matthew Cooper at (310) 552-9800 and **WE WILL MAKE IT HAPPEN**. Ms. Kessler is, also, available on the USDC Panel and through the American Arbitration Association. Ms. Kessler is pleased to announce that she has been named to the Board of Governors of Loyola Law School.

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@kesslerandkessler.com.

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