



# ADR STRATEGIES

## JOAN B. KESSLER, JD, PHD

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

Many of the communication disconnects that I see in my practice as a neutral relate to failures in effective listening. Please think about these issues:

- Not hearing what is actually being said when the listener is emotionally upset.
- Focusing on what people mean and not just what you hear them say through the use of empathetic listening and paraphrasing.
- Checking to confirm the listener received and understood the intended message, may improve communication.
- Watching for nonverbal cues to evaluate the receipt of your message. Diverted eyes and crossed arms may signal a communication disconnect.

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](mailto:jkessler@kesslerandkessler.com).

To schedule a mediation or arbitration with me, please call my Case Manager Mai Nakazawa at (310) 552-9800 and **WE WILL MAKE IT HAPPEN**. Ms. Kessler is, also, available on the USDC Mediation Panel and through the American Arbitration Association Arbitration and Mediation Panels. 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](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@kesslerandkessler.com](mailto:jkessler@kesslerandkessler.com).

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