



ADR STRATEGIES

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

As my 9th year of sending these alternative dispute resolution advisories unfolds, I am struck by how effective communication skills remain important to successful mediations and arbitrations. For instance:

- Use of respectful and civil communication by everyone involved with the process reduces hostility. Nothing is gained by being insulting and much is gained by being courteous, professional and seeking common ground.
- Focusing on what people mean and not just what they say through the use of empathetic listening, paraphrasing and reading nonverbal cues.
- Identifying and focusing on the key issues in dispute in order to heighten the likelihood of settlement in a mediation or to shorten the time necessary to complete an arbitration.

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 Mai Nakazawa at (310) 552-9800 and **WE WILL MAKE IT HAPPEN**. I am, also, available on the USDC Mediation Panel and through the American Arbitration Association Arbitration and Mediation Panels. I am pleased to serve on the Board of Governors of Loyola Law School and to be Managing Director of **the innovative CaseXplorer® Arbitration™ (CXA) online evaluative tool**. Call me to discuss CXA.

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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