



ADR STRATEGIES

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

I am struck by issues of attorney/client communication that I see in mediations and arbitrations. Vital issues to me as a neutral are:

- Are the attorney and the client in sync on the possible case outcome?
- Are the clients so emotional that it has impacted their ability to “tell their story” at the mediation or arbitration?
- Has the case been fully “vetted” by the attorney so as to avoid “surprises” at the mediation or arbitration? (Of course there will always be surprises.)

Many of these issues arise at mediations/arbitrations and emphasize the importance of attorney/client communication.

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. I am, also, pleased to serve on the Board of Governors of Loyola Law School and to be Managing Director of **CaseXplorer[®] Arbitration[™] (CXA)**, the innovative online arbitration evaluative tool. Feel free to call me to discuss CXA. To find out more information on CXA, click on the following link: [CaseXplorer Arbitration](#).

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 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 as an Arbitrator or Mediator through the American Arbitration Association Arbitration and Mediation Panels.

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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