



ADR STRATEGIES

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

One of the key challenges to successful communication is **reduction of hostility**. In mediations and arbitrations that is critical. Try this:

- Use **empathetic listening** and paraphrase what you hear so you let the other side know you received the message accurately.
- **Disengage** from the dispute, do not attempt to respond to an enraged person. Wait until they calm down, do not escalate it.
- Seek out a “**cool head**” in the fray who can serve as an intermediary to clarify the points and work to diminish the hostility.

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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