



ADR STRATEGIES

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

As we begin this New Year I am reminded of some basic mediation and arbitration protocol which might be of assistance to you.

- Be Collegial - No matter how contentious a case may be, clients whose attorneys are courteous and professional may be the real winners.
- Be Prepared - Have all key documents and know your case.
- Stick to the Schedule - By sticking to the schedule, if possible, you may be able to bring the matter to a faster resolution, especially in multiparty matters.

I look forward to working with you this year.

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 my 20 years of legal practice experience to my alternative dispute resolution practice.

THINK ABOUT THIS PRIOR TO YOUR NEXT MEDIATION/ARBITRATION

To set up a mediation or arbitration, please call my Case Manager Audra Shackelford at (310) 201-0010 or email her at audra@adrservices.org. To contact me via email use jkessler@adrservices.org or call me on my direct line: (310) 552-9800.

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@adrservices.org.

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