



## **ADR STRATEGIES**

### **JOAN B. KESSLER, JD, PHD**



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 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](mailto:audra@adrservices.org). To contact me via email use [jkessler@adrservices.org](mailto:jkessler@adrservices.org) or call me on my direct line: (310) 552-9800.

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@adrservices.org](mailto:jkessler@adrservices.org).

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