



ADR STRATEGIES

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

As my 4th 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 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 empathic listening and paraphrasing.
- 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 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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