



MEDIATION STRATEGIES

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You are receiving this communication as a result of your interest in resolving disputes through mediation.

Many variables may cause problems in communication among mediators, litigants and attorneys:

1. **Nonverbal** communication such as differences in use of personal space, and differences in the use and the value of time are examples.
2. **Beliefs, attitudes, values, and roles** are other examples.
3. The **setting** in which the mediation takes place may be a factor.
4. The **world view** of those involved are all other variables that might produce barriers affecting the communication in a mediation.

Over 30 years ago I received a Ph.D. from the University of Michigan in Communications. For the 15 years before I went to law school I taught interpersonal relations, group interaction, conflict resolution and intercultural communication courses. Many of the communication issues and solutions I taught, I have applied over the years in my mediation practice.

THINK ABOUT THIS PRIOR TO YOUR NEXT MEDIATION

To set up a mediation, 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 at (310) 552-9800.

To change your address or remove your name from my list you can call me at (310) 552-9800 or just send me an email to jkessler@adrservices.org.

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