



## MEDIATION STRATEGIES

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

- If the litigants' problems can be resolved through mediation before filing a lawsuit, many matters could be resolved early in the process and litigation expenses would be avoided.
- All parties must recognize and overcome barriers to have effective communication in mediations. This is especially true in an intercultural mediation, with people from diverse backgrounds.
- **In intercultural exchanges the Golden Rule of “[d]o unto others as you would have them do unto you,” may not apply. Rather thinking of how the person from another culture is feeling and considering how his or her cultural background affects perceptions and influences reactions may be important.**
- 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 in 1983 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](mailto:audra@adrservices.org). To contact me via email use [jkessler@adrservices.org](mailto: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](mailto:jkessler@adrservices.org).

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