



ADR STRATEGIES

JOAN B. KESSLER, JD, PHD



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

One of the key challenges to successful communication is **reduction of hostility**. In Alternative Dispute Resolution that is critical. Try this:

- Use **empathetic listening** and paraphrase what you hear so you let the other side know you received the message accurately.
- **Disengage** from the dispute, do not attempt to respond to an enraged person. Wait until they calm down, do not escalate it.
- Seek out a **“cool head”** in the fray who can serve as an intermediary to clarify the points and work to diminish the hostility.

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 at (310) 552-9800.

Please visit my new 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.

© 2009 Joan B. Kessler. All rights reserved.