



MEDIATION STRATEGIES

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

A mediator who interacts with litigants from different backgrounds, must establish common ground and emphasize similarities to help the litigants feel more comfortable in the exchange.

- Litigant satisfaction may be enhanced and reaching resolution may be possible if communication improves.
- Reaching **empathy** may be one way to help solve communication problems.
- **Empathy** is the ability to have insight into and share the inner feelings of others.
- To be **empathetic**, it is helpful to respond to what is said explicitly and to also respond to what is implied or hinted.

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. 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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