



MEDIATION STRATEGIES

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

In communicating and especially in a mediation, several variables may cause breakdowns in the communication process.

1. **Perception**, where we select, evaluate, and organize stimuli from our outside environment, is a key component to any communication, and especially in a mediation.
2. In addition to perceptual problems, **language** may pose a problem in communication. Even if the mediator, litigants and attorneys speak the same language, thought patterns may be different in the creation of the message due to cultural differences in the communicator's background.
3. Differences in **slang** and **vernacular** may also cause problems in the communications 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 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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