



ADR STRATEGIES

JOAN B. KESSLER, JD, PHD



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

As this year begins I am delighted to say that the level of civility I am seeing among counsel and parties has improved since last year. Remember:

- Cases may resolve faster when counsel are professional and courteous.
- Keep your cool, raising one's voice and using profanity are not signs of power, but of weakness in one's position.
- Remember that LASC Rules state, "Counsel should at all times be civil and courteous in communicating with adversaries, whether in writing or orally."

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 over 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 at (310) 201-0010 or email her at audra@adrservices.org. To contact me via email use jkessler@adrservices.org or call me on my direct line: (310) 552-9800.

Please visit my 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.

© 2011 Joan B. Kessler. All rights reserved.