



# ADR STRATEGIES

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

On a regular basis, I have mediations involving people from diverse cultural backgrounds. Communication breakdowns bog down mediations generally, but where cultural diversity is an issue, all participants must work even harder to address the intercultural uniquenesses.

Please remember:

- Even if everyone speaks English, there may be cultural uniquenesses that can lead to communication breakdowns.
- Watch for nonverbal cues: Diverted eyes, crossed arms, etc., that may indicate communication problems.
- Try to establish common ground with people from diverse backgrounds.
- Be flexible and try to put yourself in the other's shoes. How do they feel about what is happening? How might cultural uniqueness impact the interaction?
- Paraphrase and use empathetic listening to see if the message has been received as intended.

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 25 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 **new Case Manager Ashley Roesler** at (310) 201-0010 or email her at [ashley@adrservices.org](mailto:ashley@adrservices.org). To contact me via email use [jkessler@adrservices.org](mailto:jkessler@adrservices.org) or call me on my direct line: (310) 552-9800.

Please visit my website: [www.joanbkessler.com](http://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](mailto:jkessler@adrservices.org).

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