



ADR STRATEGIES

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You are receiving this communication as a result of your interest in alternative dispute resolution. Earlier this month I was honored to be invited as a civilian guest participant at the U.S. Army War College National Security Seminar. I gave a brief presentation on Intercultural Communication Issues in Resolving Conflict to a seminar section. I was surprised by the many similar strategies used in the mediations I conducted to the strategies used by the military in ending conflicts. The following are a few examples of these similarities:

- Critical thinking is central to conflict resolution. You must “get the right people on the bus” to resolve conflicts.
- Use open-minded self-awareness to resolve disputes.
- Identify political issues related to ending a conflict.
- There is a critical relationship among ends, ways and means in resolving conflict.
- Risk of loss of “blood and treasure” is inherent in all situations involving conflict.
- How we assess a win is important in exiting a conflict.

My life has been enhanced greatly by my experience at the War College. I am using these insights in all my ADR situations.

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. 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.

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