



MEDIATION STRATEGIES

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

The growth of multinational corporations and international investors in this country has increased the possibility of intercultural mixes among litigants, lawyers and mediators.

- Many matters could be resolved early in the process and litigation expenses would be avoided with mediation.
- The mediator must be able to communicate effectively with the attorneys and parties, gather as much information as possible and have the parties explore alternatives.
- It is important to identify the legal and factual issues in dispute in a mediation, and it is equally important to use intercultural communication skills to help identify differences and similarities as the process unfolds and address these issues to increase success in resolving the dispute. **In intercultural exchanges one person must *not* use the Golden Rule and “[d]o unto others as you would have them do unto you,” but rather think of how the person from the other culture is feeling and consider how his or her cultural background affects perceptions and influences reactions.**

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. Because of the large mix of cultures in the United States and particularly in Los Angeles, mediators regularly confront cultural diversity among litigants, lawyers and mediators.

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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