



MEDIATION STRATEGIES

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

There are many factors that may cause problems in mediations. Lack of **empathy**, lack of **trust**, **stereotyping**, and especially **ethnocentrism**, or judging another person from another background according to one's own cultural values, may lead to communication problems in a mediation. For example, a mediator would be ethnocentric in thinking that all people would perceive the running of a negotiating session, as the mediator would. This ethnocentric attitude might lead to a culturally diverse litigant's and/or attorney's negative reaction to the mediator.

There are various ways to break down these barriers in a mediation. The use of self-knowledge, empathy, and good communication skills are helpful. Also communicating respect, being nonjudgmental, listening attentively, avoiding ethnocentrism, being empathetic, being flexible and generally having tolerance for ambiguity are valuable 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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