



## MEDIATION STRATEGIES

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

In an intercultural exchange in a mediation it may be challenging for a participant to experience the feelings of another litigant, attorney or mediator whose cultural orientation has been different from his or her own.

- One major factor that may block one's ability to understand the orientation of another is **stereotyping**.
- If, for instance, someone participating in a mediation decides that all members of a certain ethnic group are the same, he or she may not effectively empathize with the unique characteristics and feelings of another participant who is from a different ethnic group.
- The key to empathy for a participant in an intercultural interaction is to prevent prejudices and **stereotypes** from clouding perceptions of the culturally diverse party.

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](mailto:audra@adrservices.org). To contact me via email use [jkessler@adrservices.org](mailto: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](mailto:jkessler@adrservices.org).

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