MEDIATION STRATEGIES

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

When the mediator, litigant and attorney discuss a matter, they send and receive messages through verbal and nonverbal cues. Each person has different beliefs, attitudes and values which impact how they send and receive messages. This leads to many communication breakdowns. It is the mediator's job to assist in successful communication and be prepared to help avoid breakdowns in communication.

The major elements of the communication process in a mediation are:

- **Source** - the one who sends messages;
- **Encoding** - beliefs, attitudes/values which impact sender's message;
- **Message** - verbal and/or nonverbal symbols from encoding;
- **Channel** - means of transmitting a message from source to receiver;
- **Receiver** - one who intercepts the messages;
- **Decoding** - interpretation based on receiver's beliefs, attitudes/values; and
- **Feedback** - verbal and/or nonverbal messages sent back to the sender.

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 in resolving disputes in various areas including real estate, business, employment and trust/estate matters.

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.