



## **MEDIATION STRATEGIES**

### **JOAN B. KESSLER, JD, PHD**



You are receiving this communication as a result of your interest in applying communication principles to resolve disputes through mediation.

To assist in the resolution of contentious disputes a Mediator:

- Allows litigants to communicate their feelings about the dispute in a controlled environment.
- Identifies key issues in dispute and gets all participants to focus on these key issues.
- Helps litigants become more realistic about possible outcomes related to the issues in dispute.
- Assists litigants in finding solutions where everyone gets something. This is not always possible but it is worth exploring and sometimes involves thinking outside the box.

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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