



MEDIATION STRATEGIES

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You are receiving this communication as a result of your interest in resolving disputes through mediation. Nonverbal Communication can impact participant interaction in a mediation and should be considered in evaluating communication feedback:

- **TIME**
To some punctuality is critical, yet to some punctuality is not a priority. Try to be on time for a mediation as others may be insulted if you are late.
- **GESTURES**
Folded arms can communicate blocking the message or a negative reaction to a message. Think about this before you fold your arms.
- **EYE CONTACT**
Rolling of the eyes can be a sign of exasperation and may be interpreted by the receiver as a rude gesture. Attempt to avoid this. Try to look directly at the person you are communicating with and look at their eyes if possible.
- **PERSONAL SPACE**
Some people like to stand close to the person they are communicating with and even touch the person they are speaking with while others do not. Carefully assess the receiver of your messages in a mediation and adjust distance and any touching accordingly.

Everyone is not the same as far as nonverbal communicator style. Be aware of this to be a more effective communicator especially in a mediation. Many years ago I received a Ph.D. from the University of Michigan in Communications. Before I went to law school I taught interpersonal relations, group interaction, conflict resolution, intercultural communication courses and served as a jury consultant. I apply the communication issues and solutions I taught, coupled with my 20 years of legal practice experience in my full time 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.

Please visit my new website: www.joanbkessler.com

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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