



## **MEDIATION STRATEGIES**

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

I have had many intercultural mediations lately involving litigants and counsel from diverse backgrounds. In the best of situations, where everyone shares the same beliefs, attitudes, values and language, conflicts occur. Intercultural interactions are even more complex. Here are a few suggestions for communicating effectively in an intercultural mediation:

- Acknowledge differences in verbal and nonverbal cues in intercultural interactions.
- Respect differences and look for common ground.
- Try to see the other side's point of view – put yourself in their shoes.
- Use empathetic listening and paraphrase where possible to make sure you have understood the communication.
- Increase your flexibility in dealing with culturally diverse litigants.

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](mailto:audra@adrservices.org). To contact me via email use [jkessler@adrservices.org](mailto:jkessler@adrservices.org) or call me at (310) 552-9800.

Please visit my new website: [www.joanbkessler.com](http://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](mailto:jkessler@adrservices.org).

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