



## MEDIATION STRATEGIES

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

Lack of accurate analysis of **feedback** may cause problems in communication in a mediator.

1. Especially true with interactants of different cultural orientations.
2. Sending verbal/nonverbal messages yields receiver **feedback**.
3. Subsequent messages may be influenced by receiver's **feedback**, or sender's perception of this **feedback**.

For instance, in an exchange between a mediator and litigant and/or attorney, the mediator must carefully assess the litigant's and/or attorney's reactions to what is said in order to decide how and what to say to the individual. Failure to understand how this litigant and/or attorney is reacting may cause the person to feel hostile or uncomfortable with the mediation.

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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