



ADR STRATEGIES

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You are receiving this communication as a result of your interest in alternative dispute resolution (ADR).

Every interpersonal interaction usually involves both verbal and nonverbal components. Many times the nonverbal cues may communicate more than and be inconsistent with the spoken words. Look for:

- Tone of voice cues indicating a contrary tone which may negate a positive verbal message.
- Hostile gestures such as crossed arms or eye rolling.
- Avoidance of direct eye contact may indicate evasive/deceptive communication.

Also, remember, you are always communicating nonverbally so be aware of nonverbal cue leakage that you may exhibit and take care not to have nonverbal cues that are inconsistent with your verbal messages.

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 to my alternative dispute resolution practice.

THINK ABOUT THIS PRIOR TO YOUR NEXT MEDIATION/ARBITRATION

To set up a mediation or arbitration, 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 call me at (310) 552-9800 or just send me an email to jkessler@adrservices.org.

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