

THE KALON ADR CENTER. Create Value, Not Conflict.

A part of The Kalon Law Firm, LLC

THE LUMINIS:
INSIGHTS FROM THE KALON ADR CENTER

The Next Step in ADR

March, 2020

THE MOST IMPORTANT, OFTEN OVERLOOKED PART OF MEDIATION

A mediation should be client-centric, which means the mediation process should focus on the clients.

Mediators rarely do so.

Instead, mediators often isolate the clients and talk directly to the lawyers, perhaps never even meeting the clients.

This is a mistake - clients are consumers of services, and the best businesses have become very customer-focused, realizing that the product and the experience of buying the product are part of why the customer buys from them and not from someone else. Think of the Amazon experience v. mall shopping during the holidays.

Clients bring this expectation to legal services - the product is the result they seek, and the process to reach that result is their experience. They expect a good experience.

Litigation, which is of course adversarial, is the experience clients must suffer through to get the result. A good mediator creates a good experience for the clients. This means involving them in the mediation, in the right ways, such as by helping them understand the process, giving them a voice, and helping them understand what is a fair outcome in the case. At the



end of the mediation, a client-centric process will lead to a resolution where the clients will feel they were treated fairly.

This is my approach from the moment the clients arrive at our office until they leave at the end of the day.

Missed an issue? No worries. They are here:

<https://kalonlawfirm.com/the-luminis/>

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Want to Set Up a Mediation or Arbitration With Us?

If you have a case that you are unable to resolve, we can help you reach an agreement with your opponent, create value for your client, and close your case, avoiding the expense, time, and uncertainty of trial (a resolution method of last resort). We use Doodle to conveniently set up hearing dates and can set dates within a forty-five day window.

If you need a date immediately, we will work with you to make it happen.

Contact Christopher P. Kriesen at ckriesen@kalonlawfirm.com

The Kalon ADR Center gives 5% of its revenue to a fund for graduates of the Hartford Youth Scholars to help further their education needs.

The Kalon ADR Center is recognized as one of "Hartford's Finest, 2019" by the Hartford Courant. Attorney Kriesen is recognized by Best Lawyers, 2020 and Super Lawyers, 2019, in ADR.



THE PEOPLE OF THE KALON ADR CENTER



Attorney Kriesen is the founder and principal of Kalon. He has been practicing law as a trial and appellate lawyer for over twenty-years. He completed Harvard Law School’s Advanced Mediation Workshop at the Program on Negotiation. He serves as an Attorney Trial Referee, Factfinder, and Arbitrator at the Hartford Superior Court and Special Master at the District Court, CT. He completed an eight-class, one-year program at the Stanford GSB. He holds a Juris Doctor from The University of Connecticut School of Law. He is recognized as a Super Lawyer for ADR.



Demetra Turi is a member of Kalon’s founding team. She manages business operations at The Kalon Law Firm. Prior to joining the firm, she gained more than 27 years of experience at an insurance defense firm in Hartford. Her many roles there included legal assistant, IT manager, bookkeeper, and billing manager.

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