# Keys to Effective Online Family Mediation

James C. Melamed, J.D., CEO

Mediate.com/ODR CaseloadManager.com OnlineMediators.com

jim@mediate.com



# **Suggested Resources**

#### Mediate.com Online Dispute Resolution Section

www.Mediate.com/ODR

Family Mediation 2.0 by Jim Melamed www.mediate.com/Articles/FamilyMedation2.cfm

Mediating with Zoom by Clare Fowler www.mediate.com/articles/online-mediating-zoom.cfm

SYNC, UN-SYNC, RE-SYNC An Emerging Paradigm for Online Mediation by Jim Melamed www.mediate.com/articles/MelamedSynch.cfm



# **3 Decades of Incremental Digitization**

#### Back "In the Day" Now

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Brochures Send intro package Hard copy forms Snail mail, drafts, fax Every 2 weeks Landline Predictable structure

Yellow Pages

Joint and Caucus

Atty Review & Finalize

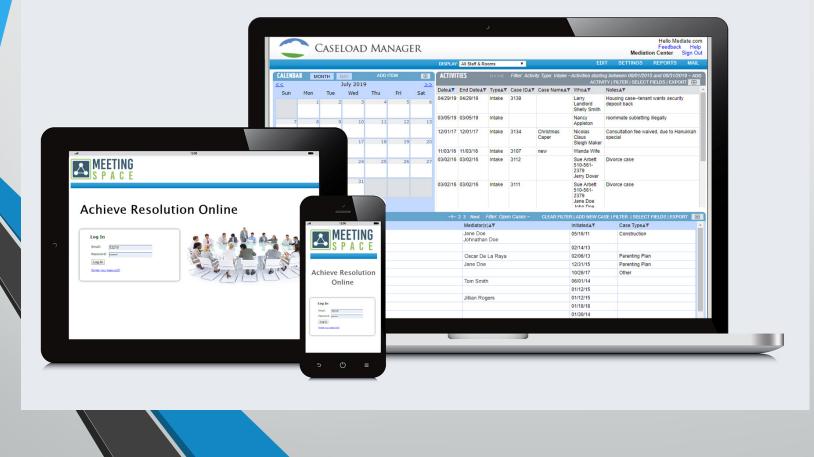
Search engines, internet directories
Websites
Send intro email with links, incl. video
Online forms & scheduling
Email, attachment, track changes, PDF
Weekly & online
Personal computers (phones) in pocket
\*Choreography of communication"
FTF/Online – Synch/Asynchronous

e Zoom meetings & DocuSign

# **The Biggest Differences**

- "The Heavy Lifting" is now done via Zoom or Skype
- **Re-evaluate your use of joint and caucus meetings** More shuttle diplomacy, aka "Emissary Mediation"
- Not the same stamina online use shorter meetings
- Note video (maintaining face), audio & chat options
- Harder to manage behavior online we are a "click away from disengagement"
  - Use email for homework to create new thinking
    - Use overall agenda to provide structure
    - **Problem-solving frame** each substantive discussions

### **The Challenge: Mobile Access + Practice Management**



## In Sum: Elevate Your Online Practice

- Web site **responsive design** mobile and full size
- Add introductory video to website and directory listings
- Shape client expectations with automated response
- Add online scheduling and payment
- Improve SEO meta-tags and Google results add "online mediator," "online mediation," "online divorce mediation," etc.

Write articles about online divorce & family mediation

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