

Keys to Effective Online Family Mediation

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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"

Yellow Pages

Brochures

Send intro package

Hard copy forms

Snail mail, drafts, fax

Every 2 weeks

Landline

Predictable structure

Joint and Caucus

Atty Review & Finalize

Now

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

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

Join OnlineMediators.com

- **Get Mediating Online Training + Online Mediator Certification**

