

Turbocharging Your Family Mediation Practice: Tools, Forms & Technology to Improve Your Efficiency, Client Satisfaction & Bottom Line!



ACR Workshop 4 D (Friday @ 3:45 p.m.)

presented by:

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The family law landscape is now rich with alternatives to lawyer-led divorce and the competition between family mediators is increasing. How do you stand apart from the crowd — in attracting clients and referral sources and in providing them with easy access to special resources and with professionally formatted memoranda and other workproduct? Ultimately, how do you deliver superior services, in less time, for more profit and with greater satisfaction!

Although family mediation remains first and foremost a “high touch” profession, none of us can afford to ignore the benefits of “high tech” in realizing these aspirations.

In this workshop, we will suggest that merely communicating by e-mail and having a brochure website is no longer “enough.” We will provide you some everyday tools and resources you can implement painlessly into your practice, as well as discuss more sophisticated approaches requiring more time and a greater investment (time and money) to deploy, but with substantial rewards to you and your clients.

We’ll begin with a quick overview of a “day in the life” of our practice and our use of some modern tools. We’ll look at energizing your website to become much more than an on-line advertisement, and share a number of useful practice forms and forms practices we utilize as well.

Importantly, we’ll introduce you to how we use laptop computers with large flat screen television monitors in our mediation sessions, and why we can’t imagine leaving them for our old flipcharts! To learn a little about it all, feel free to check out in advance:

<http://www.ColoradoDivorceMediation.com/news/dell.asp>

Among the tools and resources (by way of example only) we'll consider:

| Conventional (the "old way") | Progressive (the "higher tech" way) |
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| yellow pages, pamphlets, or brochure website | interactive website, with all client materials, forms, articles, checklists, custom documents readily accessible |
| letters of confirmation, deposits by check | emails, web links, on-line credit card payment |
| manual merge inserts into form letters | merge from database tools |
| cut and paste drafting | document assembly tools |
| carrying home files on disks | online access |
| tape or other external backup | online backup |
| with flat screen tv monitors & mediator laptop: | |
| flip charts | PowerPoint® visuals |
| determining child support (worksheets in advance?) | flat-screen real time collaborative planning with on-line or on laptop application |
| assessing tax implications of support (accountant assumptions/limited scenario worksheets) | flat-screen real time collaborative options generation with standardized software including Thomson-West®'s FinPlan's DivorcePlanner® (drawing for free subscription to one attendee!) |
| considering property divisions (columns on pads) | flat-screen real time collaborative spreadsheet input and options consideration |
| all of the above: parties' session notes | email drafts and printouts of all session work |
| advance research (for example, car values, stock prices, retirement options, current interest rates, home valuations, etc.) | flat-screen real time live internet collaborative consideration |

Prepare to be challenged! Spend an hour and a half envisioning how you might update your mediation practice, to make it all work better for your clients and for your quality of life.

We've attached a few written materials to these pages, but we will have available many more on our website with a private link for their access by seminar attendees, following the presentation.

About the presenters:

LAWRENCE F. KING, J.D. ("Larry") is a full-time divorce and family mediator, and director of Divorce Resolutions®, LLC, Colorado Center for Divorce Mediation™. A graduate of Colorado College (B.A. '74) and the University of California (J.D., Davis '77), Larry served in public law (including work as a chief deputy district attorney, assistant city attorney and municipal judge) and in private family law practice for many years before turning to full-time family and divorce only mediation in 1994. Larry is an advanced practitioner member of the Association for Conflict Resolution (ACR), professional mediator member of the Colorado Council of Mediators (CCMO), and member of the Boulder, Denver and Colorado Interdisciplinary Committees on Child Custody, and the Family Law and Alternative Dispute Resolutions Sections of the Colorado Bar. Larry has long held a keen interest in mediation marketing and technology, contributed to the *Cybermediator* feature in the Academy of Family Mediator's *Mediation News*, established and moderates the Colorado Divorce Mediation Discussion List (an E-mail consortium of Colorado dispute resolution professionals assisting families and couples in divorce disputes), and presents or authors on mediation practice topics at local, regional and occasionally national venues. Larry additionally webmasters his award-winning company's divorce resources website and blogs, at www.ColoradoDivorceMediation.com.

CHRISTOPHER L. GRIFFITH, J.D., M.S. ("Chris") received his undergraduate degree from Wake Forest University and his Master of Science in Marriage and Family Therapy, from East Carolina University. After obtaining his law degree at the University of North Carolina at Chapel Hill, Chris practiced exclusively as a family and divorce attorney in North Carolina and Georgia. Chris is a licensed Colorado attorney, but now a full time divorce and family mediator (and partner) with Divorce Resolutions®, LLC, Colorado Center for Divorce Mediation. Chris is an advanced practitioner member of the Association for Conflict Resolution (ACR), a professional mediator member of the Colorado Council of Mediators (CCMO), and a former Co-Chair of the Alternative Dispute Resolution (ADR) Section of the Boulder County (Colorado) Bar Association. Chris has authored mediation practice articles for publications, including the Boulder County Bar Association's monthly newsletter. Chris has additionally taught mediation process and Colorado family law (including Colorado property division, child support and maintenance law) to new mediators, with the City of Boulder's Housing and Human Service Department's Children, Youth and Family Mediation Program.



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