

## TIPS FOR TELEPHONE MEDIATIONS

### PREPARATION

1. Please upload as an ADR confidential document any documents you anticipate referring to in the mediation (almost like a designation), and file a pre-mediation statement.
2. Print relevant documents so you don't have to scroll through the file on the computer looking for documents during the mediation.
3. Ensure that the Mediation Consent Forms are in Images prior to the mediation.
  - a. A party may take a picture of the signed MCF and email or fax it to ADR, or upload it into Web File.
  - b. An attorney may sign for a client. The client will be asked for verbal authorization for the attorney to sign in the Introduction.
  - c. Anyone listening to the call must sign the MCF. This includes paralegals, family members, etc. If someone on the phone has not signed a MCF they will be asked to leave the call.
4. Get a headset or use an actual phone, not a speaker phone. Speaker phones are more likely to pick up background noise, which is distracting for everyone.
5. Please have access to email and an extra phone line, if possible. This may help accommodate caucus.

### GROUP SESSIONS

6. Please state your name when you speak, and ask your clients to do the same. If there are several female or male voices, it is sometimes hard to know who is speaking.
7. It is difficult if more than one person speaks at a time. Please do not interrupt someone who is speaking.
8. Ask the mediator for a break if you or your client need one, or if you would like to confer with your client privately.
9. If you refer to a document, please describe the document and give everyone else time to find the document.
10. Interpreters. Remember to speak slowly and pause frequently if an interpreter is on the call.

### CAUCUS

11. If you need to speak with your client, please be prepared to hang up, call each other, speak privately and then call back into our conference call.
12. Mute v. Hold. If you place parties on hold, music may play from your line. Let everyone know if you place a call on mute, as those participants that remain on the phone line can still be heard.