

THE DIVORCE MEDIATION SYSTEM™



By

Tanya Haggins

THE DIVORCE MEDIATION SYSTEM™

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Dedication

*I dedicate this manual to the loving memory of my mother, Lorraine N. Dominick.
The influence of her spirit helped me to have the qualities necessary for
peacemaking.*

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Introduction

In the business section of many bookstores and libraries is volumes written to explain why some businesses succeed and others fail.

Millions of dollars have been spent on research to discover the magical, secret of business success. This research identifies many requirements for success in business. It has also identified many pitfalls that lead to business failure. This may all be useful or perhaps important. However, it overlooks the single, most important ingredient for business success or failure.

The key to survival, growth and success in business is **SALES**. Lack of sales is the number one reason for business failure.

I know this story all too well. You see, in 1995 I opened up a gym called “Aerobics Only”. I purchased the state of art equipment, hired the best instructors, provided childcare services and had the best music around. I thought that people would see my fancy signs and trample me to get registered. This is when I learned the most important ingredient for success. At the time it seemed like a failure since after only 6 short months I had to close the gym. However, I vowed that if I ever started a business again that I would focus more on sales and not all of the fancy frills.

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In 1997, I opened up my own mediation company and the results were entirely different. I was prospering in business because I turned my previous “failure” into a system of success. I now had a steady stream full of customers and never had concerns about money coming in. I now share this system with you for your success.

This manual was designed for the professional divorce mediator who aspires to develop a system for success. The powerful system in this manual, when properly applied, can aid you in earning \$150+ per hour a Professional Divorce Mediator. Following this systematic approach will bring you closer to your mediator career aspirations.

The following pages reveal what I consider to be the most important segments of knowledge gained in my 12 years of business as a professional business mediator. By transferring this knowledge to you, I hope to empower you to experience similar success.

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The Perfect System

The system we will explore in this manual consists of 20 steps. If followed properly, this system can change the way you operate your mediation business for the better. The 20 steps are:

- Step 1: Training
- Step 2: Advertising
- Step 3: Initial Database Entry
- Step 4: Telephone Scripts
- Step 5: Free Consultation (optional)
- Step 6: Divorce Mediation Application
- Step 7: Collecting Fees
- Step 8: 2nd Database Entry
- Step 9: Convening
- Step 10: Mediator Scheduling
- Step 11: Opening Statement
- Step 12: Mediation Session
- Step 13: Drafting the Mediated Separation Agreement
- Step 14: Evaluation Forms
- Step 15: Relay to Attorney/Pro Se Forms
- Step 16: Courier Forms to Court (optional)
- Step 17: 2nd Evaluation Form
- Step 18: Request for Referrals
- Step 19: Annual contact with previous customers
- Step 20: Creating a system that works

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Step 1: Training

An excerpt from the Model Rules for Mediators indicates, “Any person may be selected as a mediator, provided that the parties are satisfied with the mediator’s competence and qualifications. Training, experience in mediation, skills, cultural understandings and other qualities are often necessary for mediator competence. A person who offers to serve as a mediator creates the expectation that the person is competent to mediate effectively.”

As such, many court related and divorce mediation programs require a minimum of a 12 hour Basic Mediation Course as well as a 40 hour advanced mediation course which equates to 52 hours of mediation training. Most mediation training providers offer this training with no testing or standards that need to be met in order to acquire the “certificate of completion” other than attendance.

LAKWOOD COLLEGE-TRAINED MEDIATORS

Lakewood College is a nonprofit organization that provides worldwide education for the mediation profession. Lakewood College first began offering our Professional Mediator Certificate in 1998. This training was only offered through participation in live trainings. Due to the overwhelming response, in 2003 Lakewood College developed a Mediation Certificate correspondence course of the same caliber and excellence as the live training seminars. ***Certification is defined as the process to determine if one has fulfilled the requirements of and may practice in a field.***

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The bailiwick of academics is developing the body of knowledge that underlies a profession; exploring and promoting effective ways of presenting this knowledge; helping students develop the critical-analysis skills necessary to further the profession in its mission; designing and implementing research which explores aspects of both the pedagogy and the services rendered; and asking the questions which will keep the knowledge, techniques, skills, and profession moving forward through the 21st century.

As mediation services become recognized in this country and around the world as viable methods of dispute resolution, the demand for mediation education programs to get involved in the training of mediators becomes greater. As a result, Lakewood College has developed comprehensive programs that produce knowledgeable, competent, and experienced practitioners in all areas of mediation practice. This has been accomplished with a focus on human behavior. In this program you will be assigned an instructor who is also a practitioner to guide you through this sometimes arduous process. Mentor programs based on both social work supervision and new lawyer mentoring models have been proposed, in the context of the training/professionalism debates, by mediators writing about the future direction of mediator certification. (Grebe, 1989) By developing courses with the substantive components listed above, specialization programs leading to a certification in mediation have been developed by Lakewood College.

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Advantages of choosing the Lakewood College for your mediation education provider

- We are a nationally accredited college.
- Upon successful completion, you will receive automatic initial certification from the **National Association for Certified Mediators** because of our partnership.
- Upon successful completion of our program, you will receive an official transcript.
- We are one of the best mediation education providers in the United States.
- All of our faculty members have advanced degrees along with practical experience in the field of mediation.
- Our course provides 80 hours of mediation instruction plus role-play and practice exercises.
- There is no need to take multiple mediation trainings—upon completion, you will be able to mediate business, family, divorce and workplace disputes.
- Our tuition is a fraction of the cost of many other mediation training programs.
- We have a superior faculty and staff.
- Upon graduation, you receive a custom certificate suitable for hanging.
- We mail official copies of your transcripts to any organization that you request after graduation.
- You will receive a free monthly newsletter packed with the most recent updates in the field.
- As a graduate, you will have access to our mediation job opportunity board.
- You were assigned an instructor when you began your studies.
- We are one of the only providers offering distance learning education certificates in the mediation field.

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- Study in the comfort of your own home—never have to worry about driving or parking.

One of the greatest advantages of attending Lakewood College is that we offer a comprehensive training program which provides instruction for either entering private practice or receiving court case referrals or work in a court-connected program. ***Private practice would be defined as a professional business owned and managed by an individual professional, such as a mediator, rather than by an organization***

Court case referrals/working in a court-connected program involves an organization or program in the court system that is owned by the public or funded by the public that makes referrals to mediators working with court-connected programs in an effort to reduce/manage an overburdened court docket. In court-annexed or court-referred mediation programs the parties may be ordered to attend a mediation session.

In conclusion, it is imperative that you obtain the necessary training or education to seek a career as a divorce mediator. Mediators need to be knowledgeable about mediation theory and ethics, as well as become skilled in mediation techniques. There are many courses available to help you learn the necessary skills to become a successful mediator. If you are interested in seeking mediator education through Lakewood College visit www.LakewoodCollege.edu or call 1-800-517-0857.

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Step 2: Advertising

Although there are many forms of advertisement, we have found that four of them have been very successful and cost effective in the Divorce Mediation arena.

1. Newspaper Classified Ads/ Free Online Classified Ad (for example Craigslist)

Classified advertising is a form of advertising which is particularly common in newspapers, online and other periodicals, e.g. free ads papers or Pennysavers. Classified advertising differs from standard advertising or business models in that it allows one to solicit sales for products and services.

In particular, I have found that using the AIDA Principle (explained in detail below) has served best in creating classified ads. Here is a successful ad in which I have placed in Craiglist.org (for free) and local newspapers. Both of these sources produce a steady flow of prospective customers.

Sample Classified Ad:

“Divorce without fighting. Only \$150. Call today (your phone number) for free consultation.”

2. Word of Mouth Advertising

This is an unpaid form of promotion in which satisfied customers tell other people how much they like a business, product or service. Word-of-mouth advertising is important for every business, as each happy customer can steer dozens of new ones your way. And it's one of the most credible forms of advertising because a

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person puts their reputation on the line every time they make a recommendation and that person has nothing to gain but the appreciation of those who are listening. You will want to make sure that you provide your satisfied customers with the tools they will need to make such referrals for you. Provide satisfied customers with business cards available, postcards, brochures or any other form of advertisement to get the word out about your business.

3. The Power of 10

This refers to sharing your business with ten people per day. If you follow this one simple method I promise that you will never be without customers. Well, what do you say? Here is a great conversation that works well to share your divorce mediation practice:

Do you know anyone who needs assistance with a divorce? I offer divorce mediation services starting at \$150. Here is my card and have them give me a call.

Even if they say they don't know anyone. Ask them to keep the card in the event that they may in the future. A business card magnet works best because the prospect will usually take it home and put it on their refrigerator. You can find inexpensive business card magnets at www.vistaprint.com .

4. Postcards

Direct mail is the most powerful advertising medium available returning on average thirteen dollars for every dollar invested according to the Direct

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Marketing Association. It is an essential tool for every business, association, and non-profit.

Postcards are a powerful tool that can help you break-through to your best prospects. They are fast, they are inexpensive, and when used properly, they are extremely effective!

Here are some simple tips to make postcards work for you.

- * Target the right audience. The world's best offer will produce zero results when directed to the wrong recipient. Understand who your best customers are. Understand what they have in common. Then use this profile to identify your best prospects.
- * Get right to the point. Have a simple and powerful offer. With just a glance, the recipient should be able to tell if your offer is worth considering. Proposals that cut straight to the chase are always appreciated.
- * Make contact simple. Be clear about the action you are requesting. Do you want your customer to visit your store, send a donation, navigate to your Web site, or pass the message along to a friend? Ask for the response you want.
- * Make sure your contact information really stands out. Use colors, fonts, and placement to make sure that this information is impossible to overlook.
- * Open many channels of communication. Include your telephone number, fax number, email address, Web site URL (as appropriate). Different recipients often prefer different methods of making contact. Allow your customers to reach you in the way that feels most comfortable for them.

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* Reach out to your customer. Follow-up calls to recipients can often double response rates. Make it memorable. Creative postcards get past gatekeepers and reach their mark. Great postcards also have staying power --sometimes they will end up on a refrigerator door or a bulletin board for years.

* Use a compelling headline that spells out the benefits you're offering.

* Make the design look like something other than an ad. Make your postcard interesting, scenic, funny, or touching. Give your customers a reason to spend more time considering it.

If you would like to learn more about postcard marketing, I have used www.Postcardmania.com for five years and they are wonderful. Here is a link to free information about postcard marketing:

<http://www.postcardmania.com/marketing-education/index.php>

Classified Advertising: Follow the AIDA Formula for Success

by: **Jinger Jarrett**

Writing classified ads really is easier than you think. All you have to do is follow a simple formula called AIDA.

AIDA means:

A - Attention

I - Interest

D - Desire

A - Action

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Follow this formula, and you will increase the chance of getting readers to take action on your ads.

To get Attention, you need to focus on the headline of your ad. Your ad is the first thing your readers will see. To get your ad read, you need give your readers a reason to read it. Focus on the main benefit of your product in the headline.

You will generate Interest in your product in the first part of your ad. This is a good time to offer another benefit unless you're writing classifieds for a newspaper or pay per click. Because these types of ads are short, you won't be able to add another benefit. Simply give your potential customers another reason for wanting to find out more about your product.

For other ads, this is where you will try to remove the potential customers' objections to the purchase. Let your potential customers know what will happen if they don't purchase your product, i.e., show them what their lives will be like once they've bought it, how it fulfilled their dreams.

Now that you've gotten their attention, and you've shown them how the product will help them fulfill their dreams, then you need to give them a reason, or Desire, to purchase your product. This is where you will emphasize the biggest and best benefits of your product.

By now you should have your potential customers excited about buying from you. Now you want them to take the final step, which is Action.

In the action stage, you want to tell them what to do, i.e. visit your website, subscribe to your list, download something, etc. The point is, get your potential customers to do something. This is the step that advertisers most often leave out, and it costs them sales.

Follow these steps, include them in your ads, and it will increase your conversions and sales.

About The Author

Like these tips? Then visit my site, Killer Marketing Arsenal

<http://ezine.killermarketingarsenal.com> and get your free internet marketing membership.

I'll teach you how to make money without a website or a list working less than one hour a day. Get free copywriting eBooks to help you write better ads <http://www.procopyshop.com>.

Jinger Jarrett is the author of "Internet Marketing for Free: The GUIDE," available on Amazon.

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Classified Advertising: How to Write Headlines That Make the Sale

by: **Jinger Jarrett**

Your headline will make or break your advertising. The headline is the first thing that your potential customers see. The headline helps them determine whether or not to read your ad.

If you want your ad read, and you want potential customers to take action, then focus about 80 percent of your effort on writing your headline.

There are several things you can do to help you write good headlines:

1. Study good headlines.

Does the headline make you want to take action? Does the headline make you want to read the ad? If it does, then chances are it's an effective headline. Put it in your swipe file. (A swipe file is a file of good headlines, ads, and other copywriting you want to use to help you write your own effective advertising.)

2. Use a headline formula.

There are quite a few headline formulas. These formulas will help you in writing your headlines.

Here are several headline formulas you may use:

How To - How to do something.

News - Think newspaper headlines. Informative.

Guarantee - You make a promise.

Testimonial - Customer's testimonial as headline.

Question - Ask a question.

Problem & Solution - Present the problem then offer a solution.

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As I said before, there are others, but these are some of the most popular and will help you in writing your headlines.

Regardless of what headline formula you use, you want to be specific. For example, "How to Make Money Online" is not a good headline because it's not specific. It really doesn't tell your potential customers anything.

Give your potential customers some type of details, like "How to Make Money Without a Website or List in 7 Days or Less." Specific details will get their attention.

3. Focus on the benefits of your product, not the features.

A feature tells them something about the product. A benefit tells them how the product will solve their problems.

For example, if you are selling shampoo, maybe the shampoo strips any styling products off of the hair. This is something it does, a feature. For a benefit, maybe the shampoo makes your hair look as sexy as Pamela Anderson's. In other words, what you are doing here is painting a picture of what the potential customers' lives could be like if they have the product.

4. Answer the question, "What's in it for me?"

When I say "what's in it for me?" I don't mean what's in it for you, the advertiser. I mean what's in it for your potential customers. They don't care about you, what you think, or anything else. They are trying to solve their problems.

Focus on solving their problems and nothing else. Draw them into your ad by answering this question, and you've not only gotten their attention, you increase conversion, and you're more likely to make the sale.

About The Author

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Jinger Jarrett is the author of "Internet Marketing for Free: The GUIDE," available on Amazon.

Like these tips? Then visit my site, Killer Marketing Arsenal and get your free internet marketing membership.

<http://ezine.killermarketingarsenal.com>

I'll teach you how to make money without a website or a list working less than one hour a day. Get free copywriting eBooks to help you write better ads.

<http://www.procopyshop.com>

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Step 3: Initial Database Entry

A database consists of an organized collection of data for one or more uses, typically in digital form. It is a fancy way to say a file cabinet stored on your computer. In this particular case, we are talking about managing all of your prospective clients, current clients and past clients in an organized manner.

You should enter each person who contacts you immediately into your database. Have an intake sheet to gather basic demographic information. This information is then transferred into your database. Database software need not be expensive. Ebay.com offers some for less than \$7.00.

I have included the two articles below to provide you with more information about databases.

Do You Really Need A Customer Database?

by: **Chris Le Roy**

For over 20 years I have worked as an independent IT/Business consultant for some of the most prestigious organizations in the world including companies like Telstra, BHP, BMA Coal, Suncorp Metway and many, many more. But it still astounds me, that there are still companies out in the market place, even to this day, that still don't value the need for a Customer Database. In some cases, they don't even know what it is.

Let me answer the question of whether you need a customer database – YES!

But more importantly - Why?

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Many large companies and even small ones will pour millions of dollars into advertising every single year to buy customers. Essentially, to buy a customer involves putting an advert into some medium, which could be the paper, yellow pages, magazines, television, radio or even using something like Google Adwords. The customer will then ring you or visit your website, based on the advert. Whilst they are there you should be collecting the customer details so that you can follow-up with the customer once they leave. The key reason you need to collect the customer details, is that it is very rare that you will sell to the customer the first time they visit your website. By collecting their details you can follow-up with the customers to help convince them that your company is a reputable company and your products are in fact what they need. You may even find that it takes up to 27 individual contacts with a customer before they will decide to buy from you. (The statistic of 27 times is what many radio stations in Australia will use to convince you to use regular radio advertising)

By having a customer database, you will be then able to maintain that contact with the customer till they decide to buy. Let's look at it this way. If your advert costs you \$200 and you only had four responses or visits, then each person essentially cost you \$50 to buy.

Now if the product you were selling was only \$20 each, and each customer bought one, then you would have lost \$30 on each sale. Therefore, each customer was not a worthwhile investment! However, if you had one other product that had a value of \$80 that you could sell to them, and each customer bought one each of these products which totaled to \$340 and you would make a profit instead of a loss by maintaining the customers "life time value". The bottom line

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is that if you don't capture your customer details into a database so that you can use them in the future, then more than likely you will go broke, because as most business people will tell you, it's hard to sell on the first meeting, that is especially true of websites.

Essentially, once you have the customer details in a customer database you can then use a whole range of techniques to maintain contact. In an interview by a gentleman called Mr H, (which you can listen to by visiting <http://www.1-on-1.biz/dms.asp>, the interviews go for about five hours), in his internet business, he collected his customer information and sent to each customer a Free \$5 information pack by snail mail (traditional postal mail) and he did this for years. He literally kept all his customers in a shoebox. Essentially the shoebox was his customer database. I will make a point though, he does now use a computer based customer database, but the point is that by capturing the customer's details and maintaining that contact, he now does approximately \$12 million a year in sales. By getting the customer to give you their details, you can then maintain that contact and build rapport and eventually you should be able to convince them to buy.

My computer training business is no different. When I started out five years ago, I had absolutely no customers and I didn't have any contacts either in North Queensland, Australia. I have built my customer database now to about 6,000 solid contacts through our traditional Brick's and Mortar business. These contacts allow me to maintain contact with them through newsletters, emails, offers etc. Having this customer base ensures that even when my advertising doesn't work, and sometimes it doesn't, I can still attract business by marketing to my existing

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customers. Internet Marketers will call these types of sales, back-end sales but all in all it is about selling products to your customers that will satisfy their needs.

Does A Customer Database Need To Be Expensive?

Absolutely not! There are many ways that you can acquire a customer database. You could in fact build your customer database using database applications like Microsoft Access which comes with Microsoft Office. (If you would like to know a little more on how to build Customer Databases in Microsoft Access visit

<http://www.1-on-1.biz/products/msaccess/default.asp>)

Alternatively, if you are not that way inclined you could look at other commercial customer databases. Now, in the commercial or professional world, they don't call them customer databases they will call them a CRM system or Customer Relationship Manager. Customer Databases can cost from as little as a couple of 100 dollars to hundreds of thousands of dollars.

One of the things I certainly do encourage is that when you are buying a customer database, make sure that you can export all of your data from the application and that you can update and change the database easily. A few years ago, I had looked at a number of accounting systems and customer database systems for some of our clients and we found that once you put your customer information into these systems, you basically could not ever access the data without using their application. I find this really abhorrent because if that company goes broke and the next version of Windows that Microsoft puts out isn't compatible with that application, it could literally cost you millions of dollars, to re-enter the information.

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Further to this, make sure that you can use other applications like Microsoft Word and Microsoft Outlook with your customer database. For example, make sure you can use Microsoft Word to do tasks like mail outs, create invoices or mail merges. In particular make sure you can use Microsoft Outlook to email your customers. If you can't afford the couple of hundred dollars for a customer database have a look at the following link – <http://www.1-on-1.biz/products/crm/default.asp> and we have put up a Microsoft Access Database that you can use and a Free 50 page instructional manual.

The bottom line is this. It doesn't matter whether you are running a traditional Bricks and Mortar business or an Internet Business, you must be collecting customer details so that if they don't buy from you first time. You can continue maintain that contact and build your relationship with them until they do. At the very least, you can always contact those customers and ask them why they don't want to buy your products.

About The Author

Chris Le Roy offers the following royalty-free article for you to publish online or in print. Feel free to use this article in your newsletter, website, ezine, blog, or forum. Chris Le Roy is the Managing Director of One-on-One Personal Computer Training and has been training people in building websites and using the Internet through his company for 10 years. If you would like to listen to the interviews mentioned in this article click on the link – <http://www.1-on-1.biz/dms.asp>
info@1-on-1.biz

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Your Database: Your Most Valuable Asset!

by: **George Torok**

Your most valuable asset is not the money in your bank account. Your most valuable asset is what you know about your customers - because that will lead to more money in the bank. Money in the bank is good. But it's more important to consistently generate more. Money in your bank reflects what you did yesterday. Knowledge about your customers determines what you will do today and tomorrow.

If your business depends on strong relationships then you need information to maintain and strengthen those relationships. Maybe that's why some companies call this process "CRM" - Customer Relationship Management. It's just a sexy term for simple database management.

Some say that information is valuable. Not by itself. Relevant information about your customers is not only valuable but vital to the growth of your business.

If you know who your customers are - you know whom to call. If you know what your customers want - you know what to offer them. If you know when your customers want it - you know when to offer it. If you know your customers' challenges you can help them. If you know your customers' concerns you know how to sell to them. The more you understand your customers' habits, environment and personality - you can more likely anticipate their needs and wants.

Today it is imperative that you maintain a useful database of customer information. A database is a record of information. Here are a few examples of databases: the yellow pages, a recipe book, a shopping list, a game schedule and a TV guide.

The Rolodex, a simple database system, worked very well; however, today technology allows us to get more from our customer databases. We put it on the computer. There are many computer databases you can choose from.

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Criteria in selecting your database

Your database is a combination of: name and address book, phone book, journal, bring-forward (tickler) file, idea file, activity planning tool, business map and to-do list.

In selecting your database consider these basic needs:

It should be simple to update information.

Information must be found quickly.

There must be multiple search methods.

If more than one person can update information it must name and date stamp the update.

You can categorize contacts by different groups.

Contacts can be part of more than one group.

You can set date and time sensitive reminders

It tracks history of contact details.

When more people need access to your database you will have additional needs concerning access, security and timeliness.

Typical questions about a customer database:

Who should be in your database?

What information should be in your database?

How can you use your database?

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How else can you leverage your database?

How do you protect your database?

Who should be in your database?

Almost everybody. For example: everybody you ever did business with, everybody you expect to do business with, and everybody who might influence those you do or might do business with.

Your database might include clients and prospects, but also: media, suppliers, association leaders, community leaders, corporate executives, associates and competitors. Some of these might also be clients or prospects. But others can influence your clients and prospects. You want to keep track of them - and influence them.

What information should be in your database?

It depends on your business. you might include: details of every business transaction; details of every discussion, meeting, and bid; alternate contacts including assistants, associates and superiors; personal details about family, likes, dislikes, activities, education, alma mater, awards received, association memberships, significant dates; information about their customers; all promises you made to them; all promises they made to you; your feelings about the person and company; notes that trigger your memory about their appearance or character; where you took them for lunch and who paid etc.

Get the idea?

Maintaining your database might feel boring - but the results you get from it can be very exciting and profitable.

How can you use your database?

This is the exciting part. Using your database allows you to think and plan your

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activity then follow the plan systematically.

Use the reminders in your database to remind you of the next step. For example: depending on the contact, you might set the reminders to tell you to call regarding status in two weeks, send more information in 3 months, or meet to renew the contract in one year. By setting these reminders no one falls through the cracks. Of course you must check your database every day.

When you contact your client or prospect you can quote what you both said the last time, then move quickly forward with your follow-up discussion. When you talk with them you don't need to rely on memory. Instead you have the details about the relationship on your computer. You can tell them, "You paid for lunch last time - this one is mine." You can ask them about the project they were working on, their daughter's soccer tournament or their anniversary vacation in Hawaii.

How else can you leverage your database?

More excitement. Use their past behaviors and buying habits to predict future patterns and behaviors. Remind them before they realize they need you again.

Segment your database into categories. Not all of your customers are equal. Not all of your prospects are equal. So don't treat them equally. Some deserve more attention than others so allocate your resources and time appropriately. Some you contact every month - some only twice a year. Send special offers to your best customers. Send postcards to your hottest prospects.

How do you protect your database?

This is the most boring part. Until you don't do it and things go wrong. Then watch the excitement fly. Your computer only works for you part of the time. The rest of the time it is scheming to make your life miserable. Everything from viruses, power glitches, general freeze-ups, and other nasty pestilences that are inflicted upon us by the gremlins of technology.

But you can prevent these pains by backing-up your database - regularly. Backing

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up your database might seem boring and time consuming. So ensure it happens regularly by making it a habit. Better still make it an addiction. You will thank your foresight one day.

Who wins?

It's not the information that determines who wins. It is the innovative use of that information that makes you different from your competitors. In the game of chess everyone knows the rules, all the previous moves of the game and all the possible moves. The one who wins is the one who understands the relevance of that information and makes the best use of it.

About The Author

© George Torok helps business grow. He is co-author of Secrets of Power

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<http://www.PowerMarketing.ca> You can learn more about his speaking and

training programs at <http://www.Torok.com> To discuss your needs and how he

can help you call 800-304-1861

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Step 4: Telephone Scripts

When I worked for large companies like Progressive Insurance, Celebrity Cruises, State Farm Insurance and Enterprise Car Sales, I learned the power of scripting. Scripting is the way you answer the telephone or make outbound calls each time to ensure sales success.

You should use a script for each person that calls. In the divorce mediation area it helps to avoid an Unauthorized Practice of Law action in that insures that you are not providing legal advice. In fact, a script helps to develop a system of training others as your divorce mediation practice grows. Further, once you learn the lingo that helps close sale, write it down and make it a part of your script. If you would like help developing sales scripts visit this website:

<http://www.customsalespresentations.com/index.php>

Script 1: (This script is used for an inbound information line—for example you would place an ad and give the callers a number which leads to an information line where they would leave their mailing information for sending the divorce application.)

Welcome to our divorce by mediation information line. The Great Divorce Mediation Company has been offering divorce mediation services for the past five years in the Anytown, Ohio area. The company was founded by professional mediators who believe in empowering American people through the use of mediation. Since 1996, the Great Divorce Mediation Company has handled over 400 family and divorce mediation cases in the local area.

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Mediation is when two or more people sit down with a trained third party called a mediator to reach an agreement. In the divorce setting a mediator will sit down with you and your spouse and review and or negotiate all issues of how you would like to divide your property. Then, for those individuals who have children the mediator will also help you to review and or negotiate parenting issues such as child custody visitation and support.

Once both you and your spouse agree on all of these issues the mediator will then prepare a Mediated Separation agreement and our legal staff will prepare all of the other documents that you will need to file your divorce documents. This whole process can be accomplished in 1-2 hours at our friendly office located at (your address). Our fees are \$200 if there are children born of the marriage and \$150 if there are no children born of the marriage—that is our only fees.

To use our services you must complete a questionnaire to help us determine if our services are right for you.

So, if you and your spouse are willing to agree on all issues and you both want to sign all of the necessary divorce paperwork. Press one when the voice attendant has asked you if you want to speak directly to staff person and we will send you a free information packet with a questionnaire to you as soon as possible. If all lines are busy please leave a voice mail message. Make sure to speak slowly and clearly and leave your full name, complete address, and a telephone number where you can be reached. Thank you and we look forward to serving you soon. Remember,

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press one when the about attendant has asked you if you would like to speak directly to a staff person about the divorce by mediation service.

Script 2: (This script is used when a person calls into the office to understand more about your services as a divorce mediator)

Caller: How does this divorce mediation process work?

You: The mediator will work with you to identify all the issues that need to go into your separation agreement. She will begin by helping you to do budgets showing you what it costs to live apart and, using that information together with the income data, help you negotiate the issues of support. She will ask you to complete a net worth statement and help you to negotiate how to divide your assets fairly. Lastly, she will help you think through all of the future parenting issues for you and the children. She will make sure that you cover all of the details in each of these areas. And she will do that in a way where there are no losers.

The outcome of your work with the mediator is a memorandum of understanding. The mediator drafts this to cover all the agreements you reach in mediation. You take this to your respective attorneys for review and incorporation into the formal legal documents. The exact number of hours for mediation depends on the complexity of your dynamics and economics. During an initial, free half-hour consultation, you and your spouse can meet the mediator and ask any questions you may have. Have you talked to your husband (or wife) about mediation?

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Step 5: Free Consultation (optional)

According to Dr. Jeffrey Lant: “There’s a word — a single word — which can fill your coffers day after day. Smart marketers triumph with it... while the also-rans scratch their heads looking for the formula which invariably yields those golden results. You’ve simply got to know the word...and how to use it ...] to make sale after sale and expand your profits, even in dismal economic times. Tah-dah! The all-powerful word is "**FREE**"! Smart marketers know that the power of **FREE** NEVER diminishes. People have always wanted... and they will always want ... free stuff.”

A free consultation is great way for parties to build rapport and for you to establish trust/safety. Here is a great policy for the free consultation offered by http://www.outofcourtsolutions.com/free_divorce_consultation.htm

We offer a free consultation for divorcing couples who are considering mediation. You and your spouse can meet with one of our mediators for up to one hour to get your particular questions answered. You will also get an estimate of the time and cost to mediate your situation, prepare a comprehensive settlement agreement, and complete the appropriate court documents.

There is no charge for the consultation. A credit card number is required to reserve time for the consultation, but no charge will be made unless you cancel without giving us 24-hours advance notice.

This step can be skipped if prospective clients want to move forward without the consultation. Remember, during the consultation you should be answering questions only about the process and not their particular issues of dispute. That is what a mediation session entails.

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Step 6: The Divorce Mediation Application

The divorce mediation application serves as a tool for the parties and the divorce mediator to determine the areas of agreement and disagreement. It also provides the foundation of issues to be discussed in the mediation session.

Once you have received the initial telephone call, complete an intake sheet so that you will be able to email/mail a divorce mediation application. The application will have the necessary instructions about your process and information for prospective clients to pay your initial mediation fee.

Below there are two applications. The first is to be completed by each party wanting to pursue divorce mediation and the second is for those with children.

1st Application

Your Business Name

**QUESTIONNAIRE FOR
DIVORCE BY MEDIATION**

Instructions:

1. Answer each question in detail
2. If the amount of space allocated on the form is not sufficient, use a blank sheet of paper and label it with the appropriate heading.

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3. Do not leave any blank spaces on the questionnaire form. If the question doesn't not apply to you, write N/A or "not applicable.

4. Immediately upon completion of the questionnaire, mail it in the enclosed addressed envelope **and** call us to schedule an appointment at (Your Phone Number).

5. When we receive this questionnaire, we will call you to schedule/ confirm an appointment within 3-5 business days. When you come in for your appointment you will need to **bring \$ _____ if you have no children. The payment must be in the form of cash, money order or major credit card (Visa, Mastercard, Amex, and Discover). The appointment will last approximately 2 hours and we ask that only the actual participants come to the appointment, no children please.**

Please answer the following questions:

1. _____
(your last name) (first) (middle)

2. _____
(street address) (city) (state) (county)
(zip code)

2b. Telephone

Number: _____

3. Your Date of Birth: _____ 4. Your Social Security Number: _____

5. _____
(spouses last name) (first)

6. _____
(spouses address) (city) (state) (county) (zip code)

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7. Spouses' Date of Birth: _____ 8. Your Spouses' Social Security Number: _____

9. Place of Marriage: (city & state) _____ 10. Date of Marriage: _____

11. Telephone Number for Spouse: _____

12. Has each party decided to continue to live separate and apart from the other?

_____.

13. REAL PROPERTY (Select as many as apply)

- We have no real property
- The husband has real property, which he owned prior to the marriage, and the wife is waiving her claims on his real property now and in the future.
- The wife has real property that she owned prior to the marriage and the husband is waiving all his claims on her real property, now and in the future.
- The parties jointly own real property and agree that it will be divided as follows:

14. SPOUSAL SUPPORT: (Select one)

- Neither the wife nor the husband will pay spousal supports to the other party and state that all further rights to spousal support are being waved.
- ___ Husband ___ Wife will pay spousal support to ___ Husband ___ Wife in the amount of _____ per month until _____.

_____.

15. MOTOR VEHICLES: (Select as many as apply)

- There are no motor vehicles.
- Husband will receive no motor vehicle.
- Husband will receive, free and clear of any claims of the wife, all right, title and interest in the _____ automobile/truck. Husband will hold wife harmless from any debts owing thereon, notwithstanding the filing of a bankruptcy action.
- Husband will also have the following vehicles:

_____.

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- Wife will receive no motor vehicle.
- Wife will receive, free and clear of any claims of the husband, all right, title and interest in the _____ automobile/truck. Husband will hold wife harmless from any debts owing thereon, notwithstanding the filing of a bankruptcy action.
- Wife will also have the following vehicles:
_____.

16. HOUSEHOLD GOODS: (Select as many as apply)

- We agree that our household goods and possessions (i.e., furniture, dishes, etc..) are already divided and are satisfied with division thereof.
- Husband will receive the following household goods: _____.
- Wife will receive the following household goods:
_____.
- See the attached list for the division of household goods.

17. PERSONAL PROPERTY: (Select One)

- We agree that our personal property is already divided.
- We agree that each party may have his/her own personal property.
- See the attached list for the division of person property.

18. SAVINGS ACCOUNTS: (Select One)

- We agree that our savings accounts are already divided and we are satisfied with the division.
- Husband will receive the following savings account(s): _____.
- Wife will receive the following savings accounts:
_____.
- We have no savings accounts.

19. CHECKING ACCOUNTS: (Select One)

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- We agree that our checking accounts are already divided.
- Husband will receive the following checking accounts: _____.
- Wife will receive the following checking accounts: _____.
- We have no checking accounts.

20. CREDIT UNION ACCOUNTS AND/OR STOCKS AND/OR BONDS: (Select One)

- We agree that the above listed assets are already divided and we are satisfied with the division.
- Husband will receive the following credit union accounts/stocks/bonds:
_____.
- Wife will receive the following credit union accounts/stocks/bonds: _____.
- We do not have any credit union accounts and/or stocks and/or bonds.

21. PENSION/PROFIT SHARING AND/OR IRA'S (Select One)

- We agree that the above listed assets are already divided and we are satisfied with the division
- Husband will receive the following pension/profit sharing and/or IRA account(s): _____.
- Wife will receive the following pension/profit sharing and/or IRA account(s): _____.
- We do not have any pension/profit sharing and/or IRA accounts.

22. LIFE INSURANCE (Select One)

- We agree that the cash value of our life insurance policies has already been divided.
- Husband will receive the following life insurance policy, free and clear of any claims of the wife:
_____.
- Wife will receive the following life insurance policy, free and clear of any claims of the husband:
_____.

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- The parties have no life insurance policies with a cash surrender value.

23. INCOME TAX REFUNDS AND/OR LIABILITIES (Select as many as apply)

- We agree that our income tax refund(s) for the last year has been divided to our satisfaction.
- Husband will receive the following amount from our joint refund:
\$ _____
- Wife will receive the following amount from our joint refund:
\$ _____
- Husband will pay the following amount \$ _____ to _____ for taxes.
- Wife will pay the following amount \$ _____ to _____ for taxes.

24. DEBTS (Select as many as apply)

- Husband/Wife will pay and debts incurred by him/her personally from this day forward, including any debts and expenses incurred after the separation and prior to the granting of divorce and dissolution.
- We have no debts.
- We agree to the payment of all debts as follows:

Wife will pay:

Creditor	Approximate Balance
1.	
2.	
3.	
4.	
5.	

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Husband will pay:

Creditor	Approximate Balance
1.	
2.	
3.	
4.	
5.	

25. Have the parties agreed that neither will again incur any debts or obligations upon the credit of the other, and each will indemnify the other from any debts and obligation so charged or incurred? _____

26. NAME CHANGE: (Select One)

- The wife's name is not changed.
- The wife's name is changed to: _____

27. Have the parties made full and complete disclosure of his or her property, and neither has knowledge of any personal property of any kind which the parties so agreeing have any beneficial interest? _____.

28. Is the wife currently pregnant? _____.

29. Has one of the parties been a resident of the state for at least six (6) months?
_____.

30. Are both parties at least eighteen (18) years of age and not under disability?
_____.

31. Are both parties willing to attend a hearing after the court documents have been filed?
_____. **(This is mandatory)**

32. Are you willing to file your own divorce papers (the ones we prepare) with your local court and pay the \$132 court filing fee in addition to paying our fee?

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_____.

33. Additional Matters

- There are no additional matters that we have agreed to or need to agree to.
- We agree to the following additional matters:

_____.

By signing below I agree that all of the above information is true to the best of my knowledge:

Signature of Wife Date

Signature of Husband Date

CONGRATULATIONS!!!!!!!

**NOW THAT YOU HAVE COMPLETED THE QUESTIONNAIRE,
MAIL IT IMMEDIATELY IN THE ENCLOSED ADDRESSED ENVELOPE**

and

**CALL NOW TO SET UP YOUR APPOINTMENT AT
(Your Phone Number)!!**

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2nd Application

Application with children

MEDIATOR QUESTIONNAIRE FOR CLIENTS WITH CHILDREN

1. Who have you both determined the children will be living with (who will be the residential parent?)

Mother and her address

is _____

Father and his address is:

Other:

2. Income:

A. What is your annual gross income? (do not include overtime, bonuses, self-employment income, commissions, ADC, General relief, Supplemental Social Security Income, Food Stamps and child support for children not of this present marriage)

Mother's total annual gross income for this year is:

_____.

Father's total annual gross income for this year is:

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B. List overtime, bonuses and commissions for:

	Mother		Father
2001-how much do you expect this year	\$		\$
2000	\$		\$
1999	\$		\$
1998	\$		\$

3. Are you self-employed? *(Check all that apply)*

- Yes the mother is self-employed and the gross receipts for this year are \$ _____ and the ordinary and necessary business expenses to run the business this year are \$ _____
- Yes the father is self-employed and the gross receipts for this year are \$ _____ and the ordinary and necessary business expenses to run the business this year are \$ _____
- No, the mother is not self-employed
- No, the father is not self employed

4. What is your annual income from interest and dividends (stocks, bonds, etc)

- Mother: \$ _____
- Father: \$ _____

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Not Applicable- This item does not apply to us.

5. What is annual income from unemployment compensation?

Mother: \$ _____ and my claim number is
_____.

Father: \$ _____ and my claim number is:
_____.

Not Applicable- This item does not apply to us.

6. What is your annual income from worker's compensation?

Mother: \$ _____ and my claim number is
_____.

Father: \$ _____ and my claim number is:
_____.

Not Applicable- This item does not apply to us.

7. What is your annual income from disability insurance benefits or social security disability/retirement benefits?

Mother: \$ _____

Father: \$ _____

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Not Applicable- This item does not apply to us.

8. Please list any other income:

Mother: \$ _____

Father: \$ _____

Not Applicable- This item does not apply to us.

9. Do you have legal custody of any other children not born during this marriage

Yes the father has custody of:

Name of child	Date of birth
---------------	---------------

1.

2.

3.

Yes, mother has custody of:

Name of child	Date of Birth
---------------	---------------

1.

2.

3.

Not applicable- we do not have custody of any other children.

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10. Do you pay any **court ordered** child support?

- Yes the mother pays \$_____ per month for other children not of this marriage
- Yes the father pays \$_____ per month for other children not of this marriage
- Not applicable- neither pays court ordered child support to children not of this marriage.

11. Please list any local taxes that you actually paid or estimate to be paid this year:

- Mother paid or estimates that her local taxes in the amount of \$_____
- Father paid or estimates that he will pay local taxes in the amount of: \$

- Not Applicable- This item does not apply to us.

12. Do you have any mandatory work-related deductions subtracted from your check such as union dues, uniform fee, etc. (do not include taxes, social security or retirement deductions)

- Mother has the following amount subtracted from her check \$_____ for

- Father has the following amount subtracted from his check \$_____ for

- Not Applicable- This item does not apply to us.

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13. How much do you pay for childcare expenses each year for children born or adopted of the marriage? (For example day care expenses paid while you work or attend school)

Mother: \$ _____

Father: \$ _____

Not Applicable- This item does not apply to us.

14. What are your out-of-pocket expenses costs to provide health insurance coverage for the children born or adopted of this marriage?

Mother: \$ _____

Father: \$ _____

Not Applicable- This item does not apply to us.

15. Does your child/ren receive any benefits such as social security, veteran's benefits due to a death, disability or retirement of a parent?

Mother receives: \$ _____ every month for the benefit of _____ (child's name)

Father receives: \$ _____ every month for the benefit of _____ (child's name)

Not Applicable- This item does not apply to us.

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16. Who have you decided will be paying child support?

- Mother will pay: \$ _____ total monthly for _____ (Child's name)
- Father will pay: \$ _____ total monthly for _____ (Child's name)
- Not Applicable- This item does not apply to us.

17. List your employer below:

Mother _____

Name of employer

Address of Employer

I receive 12, 24, 26, 52 paychecks yearly
yearly

Father. What

Name of employer

Address of Employer

I receive 12, 24, 26, 52 paychecks

18. What is the current address of your child/ren?

19. Please all addresses the child/ren have had in the past 5 years:

Present: From _____ to _____ 2001

Address _____

City _____

State _____

Zip Code _____

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Who do they reside with? _____

Previous: From _____ to _____

Address _____

City _____

State _____

Zip Code _____

Who did they reside with? _____

Previous: From _____ to _____ .

Address _____

City _____

State _____

Zip Code _____

Who did they reside with? _____

Previous: From _____ to _____

Address _____

City _____

State _____

Zip Code _____

Who did they reside with? _____

20. Have you ever participated as a party, witness or any other capacity or any other litigation concerning the allocation of parental rights and responsibilities of the same child(ren) or that otherwise concerned the custody in this state or any other state?

- Mother: responds no
- Father responds no

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- Mother: responds yes
- Father responds yes

21. I have no information of any parenting proceeding concerning the child(ren) pending in a Court of this or any other state.

- Mother: responds no
- Father responds no
- Mother: responds yes
- Father responds yes

21. I know of no person not a party to the proceeding who has physical custody of the child(ren) or claims to be parent of the child(ren) who is designated the residential parent and legal custodian of the child(ren) or to have visitation rights with respect to the rights to the child(ren).

- Mother: responds no
- Father responds no
- Mother: responds yes
- Father responds yes

22. I HAVE NOT BEEN convicted of or pledged guilty to any criminal offense involving any act that resulted in a child being an abused or neglected child nor have I been the perpetrator of the abusive or neglectful act that was the basis of an adjudication that a child is an abused or neglected child.

- Mother: responds no

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- Father responds no
- Mother: responds yes
- Father responds yes

23. I have been a party to the following civil or criminal case or investigation concerning child abuse, child neglect or domestic violence:

- | Case Number | Case Name | Case Dates | Nature of Case |
|---|-----------|------------|----------------|
| <input type="checkbox"/> Mother: | | | |
| 1. | | | |
| 2. | | | |
| 3. | | | |
| <input type="checkbox"/> Father | | | |
| 1. | | | |
| 2. | | | |
| 3. | | | |
| <input type="checkbox"/> Not Applicable-we have never had such a case like the one described above. | | | |

24. What type of health insurance does the mother currently have available?

Name of Insurance company: _____

Address of Insurance Co: _____ City _____ State _____ Zip _____

Policy Number: _____

Is this insurance available through the employer? _____

What is the monthly premium for an individual plan? _____

What is the monthly premium for an family plan? _____

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How much do you pay monthly for the premium? _____

What are the coverages?

Major Medical _____ % _____ Deductible _____ co-pay

Dental _____ % _____ Deductible _____ co-pay

Prescriptions _____ % _____ Deductible _____ co-pay

Other Coverage _____ % _____ Deductible

_____ co-pay

Is this policy currently in effect?

- Yes
- No

Who is covered?

- Self
- Spouse
- Dependent children of marriage

Is an insurance card currently available?

- Yes
- No

Is a prescription card available?

- Yes
- No

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Please list name and address of the person who enrolls you for your insurance benefits at work?

Name _____

Telephone Number _____

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25. What type of health insurance coverage does the FATHER currently have available?

Name of Insurance company: _____

Address of Insurance Co: _____ City _____ State _____ Zip _____

Policy Number: _____

Is this insurance available through the employer? _____

What is the monthly premium for an individual plan? _____

What is the monthly premium for an family plan? _____

How much do you pay monthly for the premium? _____

What are the coverages?

Major Medical _____ % _____ Deductible _____ co-pay

Dental _____ % _____ Deductible _____ co-pay

Prescriptions _____ % _____ Deductible _____ co-pay

Other Coverage _____ % _____ Deductible

_____ co-pay

Is this policy currently in effect?

Yes

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- No

Who is covered?

- Self
- Spouse
- Dependent children of marriage

Is an insurance card currently available?

- Yes
- No

Is a prescription card available?

- Yes
- No

Please list name and address of the person who enrolls you for your insurance benefits at work?

Name _____

Telephone Number _____

MEDIATORS—MAKE COPIES OF INSURANCE CARDS AND COVERAGE INFORMATION!

All of the statements are true to the best of my knowledge.

Husband

Wife

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Step 7: Collecting Fees

According to the Oregon Mediation Center, “..... it is highly recommended that fee agreements be clarified in a signed writing. It is desirable that mediator fees bear upon participants and encourage them to make progress. The temptation maybe to reduce your fees as a budding mediator, yet you will quickly realize that you will be working much harder as a mediator than in virtually any other professional capacity and that these fees are very much earned. Further, remember that you will have at least two and often more participants paying the mediation fee. This being said, mediators' fees range from free (volunteer programs) to a "bottom" rate of \$50 an hour or so all the way up to \$400 per hour. Obviously, you will increase your fees with your success. In the short term, however, it is recommended that you do not under sell yourself. People generally expect to get what they pay for. If you under price yourself, they will wonder why you are working for so little and may actually come to question your competency on this basis!”

If you use the divorce mediation application, your initial fee for the first session will clearly be defined. Once parties arrive at your office, you can build rapport by asking about the weather, difficulty in getting to your office, etc. However, before taking the clients to the mediation room simply ask pleasantly, “How will you be paying for today’s session?”, then process payment, provide the invoice/receipt, and proceed with the mediation session. This is also a good time to provide a list of other fees in the event that their situation does not resolve within the first session.

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Step 8: 2nd Database Entry

Once you receive the completed application & mediation fee it is now time to change their status from prospective client to client for better organization. This will help you to differentiate from prospective clients, current clients and past clients. Additionally, you will need to make this distinction for marketing purposes.

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Step 9: Convening

After entering the new status into database, the mediator should send out a convening letter. This letter is to get the parties to the table. Remember, mediators are in charge of the process but not the participants. It is suggested that mediator schedule a time for initial mediation session once the mediation application/questionnaire is received, if participants have not already done so. Clients will call to reschedule if the time does not fit into their schedule.

Below is an extensive description of the convening process with a sample intake form and three sample convening letters.

Convening

Convening is one of the most important stages in the divorce mediation process. Literally, *convene means to come together for or arrange a formal meeting*. Its function is to get disputing parties to the table for conflict resolution and prepare them for the upcoming mediation session. Its goal is to prepare and facilitate the progress of the mediation.

The convening stage is the process of getting people to participate in mediation. This is usually done through building credibility, establishing rapport with disputants, educating participants about the mediation process, and gaining a commitment to mediate. In this lesson you will learn to get EQUIPED for the convening stage of mediation. This is not a misspelled word but rather an acronym for the seven steps of convening:

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Educate the parties about the mediation process.

Qualify to insure matter is appropriate for mediation.

Understand the parties need to question participation in the process.

Instruct participants about expectations as well as the scope of issues for mediation.

Proactively prepare the disputants for resolution.

Explore common interests of the disputants and gain commitment to mediate.

Develop rapport and build credibility through transparency.

As we have discussed in a prior lesson, convening is the first stage in conflict mediation. Literally, ***convene means to come together for or arrange a formal meeting***. Its function is to get disputing parties to the table for conflict resolution and prepare them for the upcoming mediation session. Its goal is to prepare and facilitate the progress of the mediation.

Private practice mediation normally begins when a prospective client calls your mediation service as a result of some type of advertising or publicity. During this initial contact the mediator—in an effort to remain neutral, since he is only speaking to one party—limits the conversation to explaining the process of mediation, which should include the definition of mediation and its advantages, competencies of the prospective mediator, and an invitation to a free consultation session. During this time it is wise for the mediator to refrain from diving into the substance of the matter, as this should be reserved for an actual mediation session. Gathering important information such as name, address,

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telephone number, and email address will be important for later follow-up, and is normally transferred to an intake sheet. *(See Illustration on the next page.)*

The contacting party will then take the information provided or ask the mediator to contact the other party/parties to share the same information presented. If possible, a support staff person should handle the initial intakes and the initial follow-up call (if applicable) to relate the necessary information. A support staff person is more desirable for this stage as a safeguard to the mediator's neutrality and her appearance of impartiality to both parties. If one party believes that the mediator has already had an opportunity to hear the other side of the dispute then distrust is sure to follow, which is counterproductive to the convening stage.

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Mediation Intake Form

Name: _____

Address: _____

Phone #: _____ Cellular Phone #: _____

E-mail Address: _____

Preferred method of contact?

Local Phone

Cellular Phone

E-mail

Name of other Individual (s) Involved in Conflict: _____ Contact Telephone # _____

Primary: _____

Secondary: _____

Dates of availability for two-hour blocks of time for each day of the week:

<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>

Date of the free consultation: _____

Referral Source: _____

Date of Initial Contact _____

Type of Dispute: _____ Family _____ Business _____ Other _____

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Convening Letter for Free Consultation Session (if this option is included)

Dear Prospective Client,

Who

I would like to thank you for contacting the #1 Mediation Company earlier this week. I look forward to helping you to decide if mediation is the right choice for your situation.

What
&
Educate

As per our conversation, mediation is sometimes referred to as “facilitated negotiation.” The mediator is neutral, not siding with any party or participant. He assists the parties in reaching a settlement that makes sense to them and is better than any other alternative that may be practical and available. Unlike an arbitrator or judge, the mediator will not decide the outcome, although he may offer his evaluation of certain claims or defenses. Mediation is a confidential process that is less formal than a trial or arbitration with no rules of evidence or other technicalities to limit how information can be presented or to restrict discussion of issues and proposals.

The free half-hour consultation session has been scheduled on January 11, 2008, from 9:00 AM to 9:30 AM at our office, which is located on 123 Main Street, Anytown, State 11111. The office is located directly across from the YMCA on Main Street.

Where,
When
&
How

How Much

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Parking is available for a fee of \$2.00 per hour, which is payable in quarters upon arrival.

We will meet in the conference room to the left of the elevators on the third floor. The temperature varies in this room so it may be wise to dress in layers. During this free consultation I will provide you with detailed information about the mediation process and provide an opportunity for you to ask questions.



Where
&
What
&
Why

If you have any questions, please do not hesitate to call me at 111-111-1111.

Sincerely,

Jane Doe, Mediator

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Convening Letter after Receipt of Divorce Application & No appointment scheduled (Mediator chooses date)

Dear Prospective Client,

Who

I would like to thank you for submitting the Divorce by Mediation questionnaire. I look forward to meeting with both you and your spouse.

What
&
Educate

As per our conversation, mediation is sometimes referred to as “facilitated negotiation.” The mediator is neutral, not siding with any party or participant. He assists the parties in reaching a settlement that makes sense to them and is better than any other alternative that may be practical and available. Unlike an arbitrator or judge, the mediator will not decide the outcome, although he may offer his evaluation of certain claims or defenses. Mediation is a confidential process that is less formal than a trial or arbitration with no rules of evidence or other technicalities to limit how information can be presented or to restrict discussion of issues and proposals.

The free half-hour consultation session has been scheduled on January 11, 2008, from 9:00 AM to 9:30 AM at our office, which is located on 123 Main Street,

Where,
When
&
How

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Anytown, State 11111. The office is located directly across from the YMCA on Main Street.

Parking is available for a fee of \$2.00 per hour, which is payable in quarters upon arrival. Remember to bring your fee of _____ to the first session for your mediation fee.

How
Much

We will meet in the conference room to the left of the elevators on the third floor. The temperature varies in this room so it may be wise to dress in layers.

Where
&
What
&
Why

If you have any questions, please do not hesitate to call me at 111-111-1111.

Sincerely,

Jane Doe, Mediator

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Re: The Appointment Scheduled for Divorce Mediation

Date: _____

Dear Ms. Dye:

My name is (Your Name) and I have been assigned as your mediator by the _____, This letter is a reminder to you that we have an appointment on : **Monday, April 1, 2010 at 5:00 PM.** Please be on time for your appointment. If there is an emergency, please call the above number to reschedule your appointment at least 2 days in advance. There is a \$25.00 fee for missed appointments not cancelled at least two days in advance of the appointment.

Remember that mediation is an opportunity to resolve all issues without long and expensive litigation. Most couples who end their marriage do so at great cost. Most divorcing couples spend \$700 all the way up to \$60,000 on attorney's fees. Further, because of the adversarial nature that often presents when attorneys are involved, couples wind up with damaged relationships with each other and/or their children. What makes mediation so successful is that couples themselves develop agreements that suit their specific needs, rather than having a court impose an agreement upon them.

My job is to be neutral, which ensures that I am not on either person's side. My goal will be to help you both divide all of your personal assets and debts (also,

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determine visitation, custody and child support –if applicable) for the completion of your divorce documents.

You mediation appointment will be held at **(your address)**, in Anytown, Ohio (between the I-271 entrance/exit ramp and Ruby Tuesdays) **Only** the husband and wife will permitted in the office. Additionally, since mediation involves adult decisions, children will not need to attend either. Parking is free. You will need to bring your fee of \$150.00 for no children or \$200.00 with children in the form of cash, money order or major credit card. Also, please bring the completed packet with you to this appointment (unless you have already mailed or faxed it to us). You should plan to spend approximately 1 hour for this appointment.

I look forward to meeting you both in the very near future!

Most sincerely,

Your Name

“Mediate. Don’t Litigate!”

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Step 10: Mediator Scheduling

Scheduling your work day will help you to become an effective successful divorce mediator. Remember, time is money. You should plan to schedule your mediation sessions in no more than two-hour blocks. Studies have found that meeting for more than 2 hours is usually fruitless as the parties become distracted and frustrated. You can always schedule an additional session if you are unable to resolve issues in the first session. Be sure to describe all fees due at the subsequent session.

I personally use Outlook 2007, however there are several great scheduling software companies to choose from. I have included an article below for your edification. However, you can use a plain old pen and paper appointment book as well.

Scheduling Software - Investing in Your Success

by: [Jennifer Marshall](#)

There may be no greater investment than the scheduling software you partner with when your business depends on appointments for its livelihood. Because scheduling is the lifeline for keeping your practice or business running smoothly, it should be taken with the utmost care. It helps to have a clear picture of your goals and needs in mind. But it may make it even easier if you also had a clear picture of the many possibilities available to you.

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A software is only as good as its effective simplicity and the company behind it. Scheduling software should be easy to learn and function, while at the same time efficient in its organization. Make sure the provider has a reliable support system because there will inevitably be questions---one that gives their customers the convenience of email as well as the courtesy of personal interaction. Either way, putting your faith and money in the dependability of your software, you as the customer deserve a reliable support system to help you quickly become fluent in your acquisition and immediately put it to good use.

You are likely not the only one who will need to learn your scheduling software. Office staff will also need to familiarize themselves with the program for the capability of setting appointments. But, that does not mean they should have access to every feature your scheduling software provides. Your chosen software should enable you to set limitations on staff accessibility and client accounts to afford both clients and fellow staff members with the privacy and security they deserve.

Scheduling appointments can be as easy as setting aside a time frame for a particular client on a certain day. Or it can be as complicated as scheduling multiple clients to be seen at the same time, in different designated rooms with particular equipment. Look for a scheduling software that offers that kind of flexibility and then with room to grow. For instance, is it in your business' future to accommodate clients with online scheduling? Convenience is a strong incentive for clients to return in the future.

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You shouldn't have to buy a separate scheduling software for each location if your plans are to expand, or if you're already managing multiple locations. A good scheduling software will accommodate both mutual setups along with individual customization for each location to meet everybody's needs while providing unity. Whether that be different locations that share clients, equipment, or even staff. Your scheduling software should be able to organize your business' assets for reliable client service.

You have your goals and you have the drive. Don't let unreliable structuring impede your success. There is a scheduling software that compliments your style. To help you find your right fit take inventory of your present needs as well as your future goals.

About The Author

Jennifer Marshall works with Appointment-Plus, scheduling software provider. Affording business managers with flexible, full service scheduling and appointment setting organization for single and multiple locations. For more information please visit <http://www.appointment-plus.com/> , or call (480) 483-1199.

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Step 11: Opening Statement

Creating Safety and Hope: The Opening Stage of Mediation

Mediation is much less formal than going to court, but it does involve distinct stages designed to lead to a mutually beneficial compromise. Here's what to expect in the second stage of the mediation process.

The mediator discusses the process and describes the mediator's role, the roles of the participants, and the general expectations for the mediation. This opening usually addresses ground rules that include agreements to allow each party to speak without being interrupted, to treat each other with respect, and to allow the mediator to direct the flow of conversation. The mediator reiterates that most mediation sessions are confidential.

This stage sets the tone for the mediation as an informal, participatory process in which first names are used, individuality is respected, and confidentiality is established as an essential precondition for open discussion. (It should be noted here that some cultures are more formal than others and first names may not always be an acceptable form of address. Be sure to ask the participants what form of address they prefer. This is an important opportunity for the mediator to show respect for the participants' cultural norms.) (Hill, 1982)

After the disputants are seated at a table, the mediator introduces everyone, explains the goals and rules of the mediation, and encourages each side to work cooperatively toward a settlement. ***An opening, in the mediation sense, means an opportunity to do something and to create safety and hope.***

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The Opening Stage is comprised of 12 vital elements. The opening sets the stage for all other phases of the mediation. These 12 elements are listed below.

1. Seating arrangements—The mediator arranges seating to create an environment conducive to open, honest dialogue. The mediator also makes safety assessments for seating.
2. Thanking—The mediator thanks the parties for choosing to resolve their dispute through mediation. The mediator expresses feelings of gratitude to parties to show recognition for the parties' efforts.
3. Mediator credentials—The mediator may share his education, training, or experience to further create safety and hope for the parties.
4. Voluntary—The mediator explains to the disputants that participation in the process is their own choice or decision rather than because of external pressure or force.
5. Confidentiality—Expectation that anything done or revealed will be kept private.
6. Caucus—The mediator explains that there may be a need for a private meeting with one side to clarify information, diffuse controversy, or break an impasse.
7. Mediator's and disputants' roles—The mediator explains to the disputants that he/she is not a decision maker or legal adviser but rather a sounding board and facilitator. The mediator also explains that his/her role is to remain impartial and neutral throughout the session. The mediator explains that this is not his/her process but rather the process of the disputants. The mediator also informs the disputants that he/she will need the parties to help him/her understand their respective interests and positions. The mediator also informs the parties that the

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success of the mediation depends on their full disclosure. Finally, the mediator advises the disputants to keep an open mind.

8. Patience with the process—It's a dance.
9. Agenda—The mediator describes each part of the mediation session to the parties to create trust and bring about understanding.
10. Length of meeting—The mediator informs the parties of the time constraints of the mediation session.
11. Agreement to mediate—A form signed by the parties, which outlines all of the above concepts to insure that all parties have a clear understanding relating to the expectation of behaviors during the mediation session.
12. Ground rules—Normally, basic rules of procedure that are established during the opening. Common ground rules are that the parties agree to not interrupt one another and refrain from personal insults.

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ISSUE IDENTIFICATION FORM

This form is being provided to you so that issues that are important to you will not be overlooked or forgotten. Mediation is **your** opportunity to talk about the issues that concern you. At the start we will agree to a list of the matters we need to discuss. In that way we can hold a balance between the issues and not lose sight of any of them.

On the lines below, please write down the issues you would like to resolve in the mediation session in order of priority.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Note: (This form can be provided before the mediation session begins but if you use the divorce mediation application it will be unnecessary.)

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AGREEMENT TO MEDIATE (#1)

The parties wish to settle matters in dispute between them without resorting to the adversarial process.

The parties and the Mediator will make a serious attempt to resolve all issues fairly in mediation.

The Parties Agree

1. Process—The Mediator will act as an impartial facilitator to assist the parties in a negotiation aimed at the resolution of issues between them. All parties will work with the Mediator to isolate points of agreement and disagreement, to identify their interests, to explore alternative solutions, and to consider compromises or accommodations.

2. Disclosure—There will be full and timely disclosure by each of the parties to the other, and to the Mediator, of all information and documents relevant to the matters under discussion.

3. Communications and Inadmissibility

All communications occurring in the context of the mediation are confidential, and are inadmissible in any legal proceeding. No party will subpoena the Mediator to testify or to produce records or notes. No party will disclose or attempt to compel disclosure of

- a) any views expressed or suggestions made by another party in respect of the possible settlement of the dispute;

- b) any admissions made by a party in the course of the mediation;

- c) the fact that another party had indicated a willingness to accept a proposal made by any party to the mediation.

4. Confidentiality of Information Disclosed to the Mediator

Parties will discuss with the Mediator the matters of confidentiality of information disclosed to the Mediator. The mediator is bound to confidentiality except for any information that may involve child or elder abuse.

5. Authority to Settle

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To have an effective mediation it is important that a representative of each party with authority to settle a dispute be present at the mediation conference.

6. Effecting a Settlement

Where a settlement is reached in the dispute, the parties and their counsel will formalize the terms of the settlement agreement as soon as possible, in a written agreement.

7. Independent Legal Advice

The mediator does not act as legal counsel for any party during the mediation. Each party is encouraged to secure independent legal advice to ensure that legal rights and obligations, and the consequences of any potential settlement, are fully understood.

8. Ending the Mediation

Participation in mediation is voluntary. A party or the mediator may end the mediation at any time.

9. Mediation Fees

Mediation costs will include the mediator's fees and any out-of-pocket expenses incurred by the mediator for telephone calls, correspondence, etc. The Mediator's fees will be calculated as follows:

The parties will share the fees and expenses as follows:

Signature

Date

Signature

Date

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AGREEMENT TO MEDIATE (#2)

Mediation is a voluntary process of resolving disputes. In mediation, the parties come to their own agreement with the assistance and encouragement of a mediator. Mediation is most effective when the parties work within the following guidelines:

1. The mediator is a neutral facilitator, and will not make any decisions for the parties. The mediator will lead the negotiations and assist the parties in reaching decisions they both can accept. The mediator does not act as an attorney, counselor or judge. Although not necessary, the parties are encouraged to consult with professionals (i.e. Counselors, Attorneys, Clergy Members, etc.) should the need arise about completed agreements. The mediator is available to clarify the content of the agreement.
2. Participation in this dispute resolution process is voluntary and may be terminated by either party at any time.
3. The mediator does not have a conflict of interest with the parties.
4. There may be a time where the mediator feels a caucus is needed. A caucus is a private meeting between the mediator and each party individually. The mediator will speak to each party to clarify issues and possible solutions.
5. By signing this agreement, each of you is affirming that you will **fully disclose all information** necessary to resolve issues concerning property division, child support and visitation. If all relevant information is not disclosed, the court may not enforce this agreement. Therefore, you both agree to disclose all financial and other information necessary for your divorce/dissolution. We also agree that all of the information we provided on the Questionnaire is truthful.
6. All information gathered and communication during the mediation process is confidential, except that the mediator has the duty to report child abuse, elder abuse or danger to any person.

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7. We agree to pay the (your company) [either \\$150.00 for Divorce by Mediation with no children](#) or [\\$200.00 for Divorce by Mediation with children](#). We know that the above applicable fee must be paid in cash, money order, or credit card on the day of our mediation appointment. We understand that this fee **does include**: up to 2 hours mediation time and legal staff preparation of all paperwork needed to file our Divorce Papers. We also understand that this fee **does not include**: court filing fees. We understand that we have a 100% money-back guarantee if the paperwork provided by the (your company) if a Judge refuses to grant your divorce/dissolution because of the paperwork prepared by (your company).

8. We understand that we will have the responsibility of filing our court documents at the Clerk of Courts Office. We understand that this fee for _____ County Residents is currently \$_____, however if we qualify for the Poverty Affidavit Program, our filing fee is only \$_____. We understand that we will have to pay these fees by cash directly to the Clerk of Courts Office. We understand that the address and phone number for the Clerk's office will be provided by (your company). If we reside outside of the _____ County Area our filing fee may differ.

9. The mediator will not testify for or against any party in court proceedings. All parties agree not to subpoena the mediator, any staff member of (your company) to testify regarding this mediation.

9. Any agreements reached in the mediation process concerning the dispute may differ greatly from, and could be substantially more disadvantageous to him/her than the outcome of litigation. Each party agrees to release the (your company) and related parties from liability in relation to claims to the effect that any of these people or entities failed to provide any party with the same, similar, or equally advantageous outcome which he or she could have obtained from judge or jury.

I have read and understood the above guidelines for mediation.

Wife Date

Husband Date

Mediator Date

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SAMPLE OPENING STATEMENT

The mediator would begin by introducing herself to the parties and most mediators go by first name basis with the parties since this is a less formal process. After this the mediator might say something like this:

I would like to thank you both for participating in the mediation process. Have either of you ever participated in the mediation process before? Well, let me just tell you a little about mediation and how it works. Mediation is a voluntary process by which two people just like you come together to try to work out their differences with a third person like me. The reason that many people choose mediation is because it works! According to recent statistics 80% percent of the cases that come through mediation are resolved. In addition, people are happier with the process when it is all over because they had an input in the agreement instead of having a judge or someone else who has no personal knowledge or emotional stake in the dispute tell them what to do.

In addition, they saved money, time, and usually preserve their relationship. I'm not here to be on either person's side and I will not be acting as an attorney or judge by telling you what to do. I'm simply here to help you if you should get stuck and to help you define and test your ideas for resolution. Your job here is to work together as a team. First, I will need you to be forthcoming. This means that I will need you to disclose relevant facts of your dispute. You will not need to worry about me talking with anyone else about what is said here today because everything that goes on in this session is strictly confidential. The only exception is if you tell me anything about child abuse or elder abuse (or any other exceptions)

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then I am required by law to report those incidents. However, apart from those exceptions, anything that goes on in this room stays in this room.

Also, there is a private meeting that any of us may request during the mediation session and it is called a caucus. This private meeting is a tool that I use to help me further explore a party's position. Communication during this meeting will also be confidential and I will only share what you authorize me to share with the other party. If we have one of these private meetings, I will meet with both sides and I will meet usually for ten or fifteen minutes with each side. I will need you to be open-minded and actively participate in generating options. Finally, I know that you have history between the two of you; however, today we are not here to correct the past but rather to focus on the future. So, today we will be talking about the future and how we would like to do things differently in the future. We will be meeting here today for about two hours and most people with similar disputes are able to resolve this matter in 5 or fewer hours. That's the wonderful thing about mediation. You are able to determine how long we will meet. After I finish my opening statement, I will give each of you fifteen minutes to tell your side of the story. Then we will all work together to generate options to resolve your dispute. If you are able to come to a resolution then we will put that in writing and both of you will sign this agreement. If you are not able to come to a resolution then the mediation session will be terminated.

During the session there are a couple ground rules that I will ask that we follow. The first is no interruptions. I have provided a piece of paper in front of each of you and I ask that you write down anything that may be important, if another

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party is talking. Also, there will be no personal insults by any party of this mediation session. Insulting remarks are counterproductive to the process. Do you have any questions about mediation or anything that I have just said? Then we will begin with you telling me why we are here today. I typically start with the person on my right hand side, so will you begin by telling me why we are here today.

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Step 12: Mediation Session

Now that you have handled all of the administrative matters for the process it is now time to hold your mediation session. During this session be sure to review all elements of the divorce mediation application, especially those matters where the parties were not in agreement. You may want to start the mediation session with a positive reaffirmation to the parties to indicate all the areas in which they agree. Parties are usually able to move forward when they have an initial feeling of success. Remember to build upon these successes!

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Step: 13 Drafting the Mediated Separation Agreement

You can use the mediation session to draft an agreement. Be sure that you use the parties own words when doing so, otherwise this could be misconstrued as the Unauthorized Practice of Law.

If you have a LCD projector you can project the agreement on a screen/wall as you go through the session, this may provide an efficient way to go through the agreement together. Alternatively, simply type into laptop computer/word processor as the session goes along. Make sure that the focus is on the parties and not typing.

A sample mediated agreement follows:

MEDIATED SEPARATION AGREEMENT

This Separation Agreement voluntarily made and entered into by Petitioner/Wife, Kimberly Ann Doe hereinafter referred as "wife", and by Petitioner/Husband Cortez Doe hereinafter referred to as "husband:", represents that:

1. The date and place of the marriage of the Petitioners are:

Date of Marriage: August 22, 1998
Place of Marriage: Cleveland, Ohio

2. The names and dates of birth of all living minor children, natural or adopted, common to the Petitioners are:

Name:

Date of Birth:

3. Differences have arisen between the Petitioners and we are now living separate and apart from each other.

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4. The parties hereto desire to, and by this Agreement do, settle and determine and hereby provide for a division of all property belonging to the parties, spousal support, child support, visitation rights and provide for a residential parent and legal custodian of the minor children, where applicable.

NOW THEREFORE, in consideration of the foregoing and the mutual promises and agreements hereinafter set forth, the parties agree as follows:

ARTICLE ONE: SEPARATION

Each party shall hereinafter continue to live separate and apart from the other, and neither shall annoy, molest, interfere with or harass the other in any manner, either directly or indirectly.

ARTICLE TWO: DIVISION OF PROPERTY

All property, real and personal, and whatever situated which the parties own jointly or individually, or in common with each other, shall be divided as follows:

A. REAL PROPERTY

The parties jointly own real property and agree it will be divided as follows:
The wife will keep the home and relieve the husband of and responsibility.

B. SPOUSAL SUPPORT

Neither the wife or the husband shall pay spousal support to the other party and state that all future rights to spousal support are being waived.

C. MOTOR VEHICLES:

Husband shall receive, free and clear of any claims of the wife, all right, title and interest in the _____ . Husband shall hold wife harmless from any debts owing thereon, notwithstanding the filing of a bankruptcy action.

Wife shall receive, free and clear of any claims of the wife, all right, title and interest in the _____ . Wife shall hold husband harmless from any debts owing thereon, notwithstanding the filing of a bankruptcy action.

.

D. HOUSEHOLD GOODS:

We agree that our household goods and possessions (i.e., furniture, dishes, etc..) are already divided and are satisfied with division thereof.

E. PERSONAL PROPERTY:

We agree that each party may have his/her own personal property.

F. SAVINGS ACCOUNTS:

We agree that our savings accounts are already divided.

G. CHECKING ACCOUNTS:

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We agree that our checking accounts are already divided.

H. CREDIT UNION ACCOUNTS AND/OR STOCKS AND/OR BONDS

We agree that the above listed accounts are already divided and we are satisfied with the division.

I. PENSION/PROFIT SHARING AND/OR IRA'S

We agree that the above listed assets are already divided and we are satisfied with the division.

J. LIFE INSURANCE

We agree that the cash value of our life insurance policies has already been divided.

K. INCOME TAX REFUNDS AND/OR LIABILITIES

We agree that our income tax refund(s) for the last year has been divided to our satisfaction.

L. DEBTS

We both agree that each of us will pay any debts incurred by us personally from this day forward, including any debts and expenses incurred after the separation and prior to the granting of divorce and dissolution.

We have no debts

ARTICLE THREE: NON-USE OF OTHER'S CREDIT

The parties have agreed that neither shall hereinafter incur any debts or obligations upon the credit of the other, and each shall indemnify the other from any debts and obligation so charged or incurred.

ARTICLE FOUR: NAME CHANGE

The wife's name is not changed.

ARTICLE FIVE: RESIDENTIAL PARENT AND LEGAL CUSTODIAN

The mother will be the sole residential parent and legal custodian of

A. VISITATION TIMES

The nonresidential parent is granted reasonable visitation with the minor child, including every other weekend, every other holiday, and at least two weeks during the summer. All other visitation is subject to agreement of the parties.

B. CHILD SUPPORT

The nonresidential parent shall pay to the residential parent as child support the amount of \$_____ per child per week. These payments shall begin the date of the final hearing on a divorce or dissolution, and shall be payable every week thereafter, through Cuyahoga County Bureau of support, for a total monthly payment of \$_____. This child support shall continue until each child has reached the age of majority (18) and

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attends on a full time basis any recognized and accredited high school. All payments which are not made through the Cuyahoga County Bureau of Support shall be deemed gifts.

C. MEDICAL INSURANCE

(Each parent shall have access to the child's health records)

The _____ will provide and maintain health insurance coverage for the benefit of the minor children. A copy of the health insurance policy in force for the minor child will continuously be submitted as due to the Cuyahoga County Child Support Enforcement Agency. The designated health insurance carrier is _____, whose address is _____.

D. UNCOVERED MEDICAL, DENTAL, OPTICAL, ORTHODONTAL, PSYCHIATRIC, AND PSYCHOLOGICAL CARE

Any medical, dental drug, optical, orthodontic, psychiatric and psychological expenses not covered by health insurance for the benefit of the minor children will be divided equally between the parties.

E. LIFE INSURANCE FOR THE MINOR CHILD/REN

The _____ will maintain the minor child as a beneficiary of her life insurance policy in the amount of _____ until the children are emancipated.

ARTICLE SIX: TAX EXEMPTIONS

ARTICLE SEVEN: RECORDS

The parties agree that it is in the best interest of the minor children that the nonresidential parent will be entitled to access to all records pertaining to the children. The parties further agree that it in the best interest of the minor children that the nonresidential parent have equal access to any student activity of the minor children.

ARTICLE EIGHT: RELOCATION

In the event that the residential parent intends to relocate their residence outside of the northern Ohio area, the residential parent agrees to notify the nonresidential parent of their intent to do so.

ARTICLE NINE: EQUAL DIVISION

The parties acknowledge that each is entitled to an equal division of marital property and further acknowledge that the division of marital property provided for in the Agreement is not precisely equal. Accordingly, both parties waive any right to an equal division of marital property.

ARTICLE TEN: SEVERABILITY

If any provision or clause in this Agreement is held invalid, such invalidity will not affect any other provision of this agreement.

ARTICLE ELEVEN: APPLICABLE LAW

All of the provisions of this Agreement shall be construed and enforced in accordance with the laws of the State of Ohio.

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ARTICLE TWELVE: COMPLETE DISCLOSURE

The parties agree that each has made a full and complete disclosure of his or her property, and that neither has knowledge of any personal property of any kind which the parties so agreeing have any beneficial interest. If it is later discovered that either party has possession or control of, or has disposed of by gift or conveyance, any undisclosed beneficial interest in any property, such party on demand, shall transfer and assign to the other party one-half interest therein, or shall pay to the other party a sum equal to one-half of the fair market value of said beneficial interest.

ARTICLE THIRTEEN: INCORPORATION INTO DECREE

This Agreement, or any amendment thereto, shall be submitted to any court in which a Petition for Dissolution of Marriage or action between parties for a divorce may be pending, and if found by the Court to be fair and equitable, and approved or validated by the Court, shall be incorporated in the Final Decree of said Court as the order of said Court. It is understood that the parties contemplate the possibility of filing a divorce or dissolution within four (4) months after the execution of this separation agreement.

ARTICLE FOURTEEN: COMPLETE AGREEMENT

This Agreement shall inure to the benefits of and be binding upon the parties and their respective heirs, executors, administrators successors and assigns, and may not be modified or changed other than by further agreement of the parties in writing.

ARTICLE FIFTEEN: PERFORMANCE OF NECESSARY ACTS

Each party shall execute any and all deeds, bills of sale, or other documents, and perform any acts which may be required or necessary to carry out and effectuate any and all of the purposes and provisions herein set forth.

ARTICLE SIXTEEN: ADDITIONAL MATTERS

There are no additional matters.

ARTICLE SEVENTEEN: ATTORNEY WAIVER

The Petitioners are aware of their right to have an attorney represent them in this matter, hereby with full knowledge of all assets and liabilities of the marriage and of both parties own wish; the Petitioners are waiving their right to an attorney herein and specifically request the Court to proceed with full knowledge of such waiver.

ARTICLE EIGHTEEN: CONFLICT RESOLUTION FUTURE ISSUES

We both agree to discuss any changes necessary in the future and to return to mediation in the event that they cannot resolve significant disputes which relate to this Agreement.

ARTICLE NINETEEN: EFFECTIVE DATE

This Agreement will be effective upon the date last signed by a party to the Agreement.
Signed in the Presence of :

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Witness

Witness

Petitioner/Wife's Signature

Signed this _____ day of _____ 20____

Witness

Witness

Petitioner/Husband's Signature

Signed this _____ day of _____ 20____

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Step 14: Evaluation Forms

Once the mediation session has ended, give both mediation clients an evaluation form at the close of the final mediation session. This form helps you to improve your services and will aid you in sharing with others what you do well.

Below, I have included an article below as well as a sample mediation client satisfaction form.

Making Customer Satisfaction Surveys Work

by: [Martin Day](#)

Why bother?

Good customer service is the life blood of any business. Although new customers are important good customer service will help generate customer loyalty and repeat business. With each satisfied customer your business is likely to win many more customers through recommendations and remember, if you are not taking care of your customers, your competition will.

A Customer Satisfaction survey will help you not only identify problem areas but will also demonstrate to your customers that you care and are proactive in looking for ways to improve the service that you provide.

Where to start?

Objective - Before you start compiling your survey you should first consider what the objectives of the survey are, in that way you will remain focused and find it easier to decide what questions to ask.

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Analysis - In addition to the objective consider also how you will analyze the answers having completed the survey. Keep in mind that 'closed' questions (where the respondent is asked to choose from a limited number of responses) are easier to analyze than 'open' questions (where the respondent can reply in any way they want). Much will depend on the volume of respondents, the higher the volume the more important it is to have an easy method of analyzing the results.

Opportunity – Keep in mind that as well as obtaining valuable market research data customer surveys are also a good way to publicize aspects of your service that your customers may not be aware of. After you have drafted your survey read through the survey from a market research view point and check that you are asking the right questions in the right way and that with the feedback information you will be able to make informed decisions. Then, read through the survey from a marketing view point, check that you have phrased each question so that every opportunity has been taken to promote your business? The ideal question will perform the following three functions:-

Market research – provide valuable feedback to help you improve your customer satisfaction levels and in turn your business

Marketing – promote aspects of your business

Information/Education – advertise a service that you provide that your customers may not have been unaware of

For example:-

Do you find the in-store baby changing facilities useful?

By asking this question not only will the store receive good feedback on the facility they provide but they will also advertise their baby changing facilities and promote themselves as a family friendly store beyond those customers who have a specific need for the facility provided.

Warts and all – to benefit most from a customer survey you need to be prepared to dig deep and accept the worst. A customer satisfaction survey should be

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designed to highlight problems so that they can be addressed; regular customer satisfaction will prevent complacency and will also give early warning on where your competitors initiatives may be losing you business.

What to ask?

Although each business is likely to have specific and unique factors that are important in providing good customer services there are common areas that are relevant to all businesses be they a physical store, Internet based or a service industry. The following are some key areas to providing good customer service.

Communication - Do you make it easy for the customer to communicate with you? When a customer telephones is the phone answered promptly; are enquiries about products or services properly handled? A good business will make every effort to ensure that whatever the customers query it is resolved by the right person, quickly, politely and fairly. If a problem is not resolvable immediately do you promise to respond in a given time period and do you deliver on your promise? Use a customer satisfaction survey to confirm that all your staff are perceived by your customers as being helpful, courteous and knowledgeable.

Location – Do your customers find it easy to visit you, if a physical store, is it conveniently located with good access?

Making it pleasant, making it easy - For a virtual business it is important to ensure that your website is aesthetically pleasing and easy to use. Physical store or website, is the store properly laid out, can your customers find what they need and is there sufficient information and help on hand to explain how a particular product works?

The right quality products – Not only should you measure the quality of the service that you provide but you should check that the products and services that you market are what the customer wants and closely match their expectations.

Value for money – Cheap or expensive is not always a good measure, value of money is. Do your customers equate your business with value for money, if not, why not?

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Speed and attention – No matter what the business, the majority of customers will want to be dealt with quickly but attentively. Are you doing everything you can to avoid delays? Good businesses will try to treat each customer as an individual, does yours? Attention is one thing but this has to be hand- in-hand with a quick and satisfactory resolution of the query.

Demographics and Specific issues – Take the opportunity to profile your customers, for example where do they live and what is their age group? The more you try to understand your customers the better you will be able to target your business. Within the survey allow customers to highlight specific problems and provide contact details.

What next?

Having completed the survey analyze the results.

Trends – Look for common and specific areas where the service is failing. Ask yourself if the criticism is valid and is there anything that can be done to resolve or minimize the problem?

Training – Are the staff properly trained and do they have sufficient knowledge? Where staff training programs have been implemented have they had a positive impact on the business?

Follow-up –If a customer who has completed a survey has raised a specific issue ensure that they are contacted and their complaint addressed. Don't lose an opportunity to resolve a problem and keep a customer.

Continuously Monitor - Make-changes and then measure by issuing further surveys.

The following sample customer satisfaction survey for a store demonstrates some of the areas discussed please visit:-

http://www.surveylgalaxy.com/surPublishes.asp?suryey_id=1140

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About The Author

Martin Day is a Director of Survey Galaxy Ltd a website that allows anyone to create, design and publish online surveys. For more information visit <http://www.SurveyGalaxy.com> martin.day@surveygalaxy.com

SAMPLE MEDIATION CLIENT SATISFACTION FORM

Our goal is to provide you with a professional service, which empowers you to make your decisions through the use of mediation. As we have said before, your satisfaction is our number one concern. So, we ask that you take just a few moments to complete the customer satisfaction form. Your comments, suggestions and insight are very important to us providing a quality service.

Your

Name: _____

—

1. Was the person you spoke with on the telephone friendly?

- Yes
- No

If not, please

explain: _____

_____.

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2. Do you feel that you received prompt service?

- Yes
- No

If not, please

explain: _____

_____.

3. How quickly did you receive your packet from the time that you made your first telephone call to us?

- 1-2 business days
- 3-5 business days
- 5-7 business days
- 7 or more business days

4. How would you rate the quality of the information that you received? (Please circle one for each category)

Brochure: Excellent Good Fair Poor

Questionnaire Form: Excellent Good Fair Poor

Do you have any other comments that could help us to improve the quality of our packets?

_____.

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5. How quickly was your mediation appointment set from the time that you completed your questionnaire?

- 1-2 business days
- 3-5 business days
- 5-7 business days
- 7 or more business days

6. Did you have trouble finding our office?

- Yes
- No

7. How would rate the efficiency of the mediator you met with at your first appointment?

(Please circle one)

Excellent

Good

Fair

Poor

8. Would you refer us to other people that you know?

- Yes---*if yes, please complete the enclosed referral form and receive a bonus gift.*
- No

9. Did our mediation service help you to accomplish your goal?

- Yes
- No

10. Were you satisfied with the agreement reached through the use of mediation?

- Yes

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- No: Please

expalin: _____
_____.

11. Would you refer us to the human resource representative for resolution of disputes in the workplace?

(For example sexual harassment, employee relations, discrimination or wrongful termination)

- Yes here is the name and phone number of my Human Resource Rep at

work: _____

_____.

- No

Please list any other suggestion that may be helpful to us improving our service or any comments that we could use in future advertising that speaks of the great service we provide:

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Step 15: Relay to Attorney/Pro Se Forms

Although clients now have in hand their “Mediated Settlement Agreement”, they also need pleadings in order to file with the court. Only the parties acting pro se or their legal representatives (attorneys) may file pleadings. *Pro se* legal representation means advocating on one's own behalf before a court, rather than being represented by a lawyer. *Pro se* is a Latin phrase meaning "for oneself".

Clients may obtain these from an attorney or through Pro Se Forms. A great resource for Pro Se forms is www.findlegalforms.com or www.statedivorceforms.com. Additionally, the wise mediator would find it useful to find “mediator friendly” attorneys able to complete the necessary legal pleadings. In most cases it forms a win-win arrangement for both the attorney and mediator.

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Step 16: Courier Forms to Court (optional)

Once the clients have their Mediated Separation Agreement and Pleadings in hand, in some jurisdictions the services above can be accomplished the same day the courier receives your request. You can courier forms on behalf of client to court for filing in some jurisdictions. This saves time for the client in having to wait in long lines and may be offered as a convenience service for an additional fee.

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Step 17: 2nd Evaluation Form

Send a 2nd evaluation, similar to the one in Step 14, ninety days after the whole process ends to make sure clients remain satisfied. This allows you to correct any mistakes and establishes a timeline for your process.

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Step 18: 3rd Database Entry

Now that the mediation has concluded, you will need to change the status in your database from current client to past client. Once again, this will aid in organizational matters.

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Step 19: Request for Referrals

Once you know the client is satisfied—make sure to ask for referrals at least once per quarter (4 times per year).

Referrals Build Profits: The Best Kind of Customer Is A Referred Customer

by: **Robert Boduch**

Referrals are the key to exponential and cost-efficient business growth.

Supply a topnotch product... let your customers know how advantageous your brand is... and provide exceptional service.

Do that and you'll encourage customers to willingly send their families, friends, acquaintances, and business associates your way.

There's no easier sale than the sale made to a "pre-sold" prospect. This kind of favorable condition can only arise as a result of the shared enthusiasm from another delighted buyer. Word-of-mouth advertising generates top quality referrals. As a marketing tool, it simply can't be beat. Word of mouth promotion cannot be purchased for any amount of money... it can only be earned.

Referrals happen when one friend willingly shares information with another.

What makes referrals so effective is that no true friend would recommend a business, service, or product that they didn't completely approve of themselves.

The foundation for building your business with referrals is a solid product or service -- one that not only meets, but exceeds your advertising claims. One way to achieve customer satisfaction is to "under promise" and "over deliver".

It doesn't mean you should weaken your advertising materials. Simply focus on providing more for you customers – more than you promise. That's another

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formula for success. People are always thrilled to get a little something extra with a purchase they're already happy about.

Write powerful sales copy that clearly positions your product as the overwhelming favorite. Make a huge promise... and deliver even more.

Treat your customers as the most important component of your business.

Customers are vital to your success – even to your very existence. People want to be treated fairly, with respect, and courtesy. The golden rule still applies – treat people the same way you like to be treated. Remember, nobody likes to wait beyond a reasonable amount of time for an order to be filled.

When you get in the habit of delighting customers, you'll find that people are only too happy to tell others. As word spreads about your product or service, you're business is propelled to new heights.

Your success in business is predicated on your ability to satisfy customers, and to continuously grow your customer base. In all your communications with customers, you need to encourage them tell others about all the benefits your product or service offers.

Let loyal buyers know that you're always seeking new customers. Remind readers that you've built your business by thoroughly satisfying customers and having those customers tell others in turn.

Ask buyers if they know anyone who would like and could benefit from your catalog. As soon as a name is provided, fire off an information package... and send a thank you note to the customer who fed you the lead. Referrals make it easy to grow your business.

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Provide discount cards for new customers. Offer a 10% to 15% discount on their first purchase and then make these available to your existing customers for distribution to others. Give them an extra reason for handing these discount coupons out.

Offer points towards free gifts, free premiums, for each discount coupon redeemed, or simply acknowledge them as a “builder” of your organization, complete with their picture and certificate, proudly displayed for all to see.

The best way to get customers to refer others is “in the moment” -- when they’re still enamored with your product or your high level of personal service.

While customers are enjoying these positive emotions about your company, that’s the time to ask for a little favor. Ask... “Is there someone else you know, who might want to... grow their business by 37%this year? ... get that older car looking showroom-clean? ... transform any weed-filled lot into a lush green lawn and garden?

Simply fill in the end of the sentence with the big benefit you’ve just delivered on. Plant the seed of referrals and referrals will come your way.

More resources at www.makeyoursalesoar.com

About The Author

Robert Boduch is an author of dozens of best-selling books, reports and articles on the art and science of selling. A free newsletter targeted at anyone interested in selling more of anything is available at

www.makeyoursalesoar.com.

service@makeyoursalesoar.com

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Step 20: Annual Contact with Previous Customers

Send cards based on demographic information gathered in database. Birthdays and holidays are good indicators.

Send Out Greeting Cards to Maintain Good Business

by: [Kaye Z. Marks](#)

Do you want to have both functionality and reliability at the price of one? Then you need to utilize a marketing strategy that will help achieve this for you.

It is not actually easy promoting a business. Competition is stiff. Every other business is thinking of creative ways to promote their products and services. So, how do you create a marketing plan that do not only bring in customers but also give your both functionality and reliability at less cost?

Let us say you want to send birthday greeting cards to your loyal patrons. You want them to feel special on their special day and at the same time show them how you appreciate doing business with them. However, you do not know how to create a greeting card that your customer will appreciate. Here are tips for you to consider:

1. First off, determine what image you want to give to your customer. When people see your card, what do you want them to think about? Do you want to project a happy, appreciative nature or a serious professional image? Once you have decided on the image you want, you can now go on with your card design.
2. Study the recipient of your card. What is his/her demographic data? Is it a woman or man? How old and what is his/her status in the community? Would he or she appreciate your card or would he simply pile it up with the other promotional materials at home?

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3. Look at the design of the card. As much as possible, use simple images and texts only. Use also simple words to clearly give your message across. It is good to bring out your creativity in your cards, but make sure not to overdo it. Aim for simplicity to effectively show your appreciation.

4. Use good quality paper and printing. Find a printer that will print greeting cards at the highest quality but lowest cost. Many printing companies today offer affordable printing. You can look online for the printer that would suit your need and budget. However, if you prefer brick-and-mortar shops, there are many to choose from.

5. Lastly, send your greeting cards on time. If your customer's birthday is next month, print your card as early as today and send it a week before the birthday. It is better to be early in your greeting rather than send late birthday cards.

Using these cards as your marketing tool does not mean that it needs to be fancy in order for it to be functional and effective. Even with just a simple message and simple design, these simple cards can be as effective as the costly ones. You can consider creating and designing your own birthday greeting card if you have some time to make it more personal. This is something your customers will surely love.

Nevertheless, always consider the feelings of your customers when giving out greeting cards. Ask your customers of their birthday in a way that they will not be forced to tell the information. If a customer feels that they are being forced, you will end up losing another customer, and that is not a good sign for your business.

With the help of this birthday cards, not only will you achieve customer loyalty, you can also attain great respect from your customers. This will eventually translate into more income and good business partners that you can truly count on.

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About The Author

Kaye Z. Marks is an avid writer and follower of the developments in print greeting cards or birthday greeting cards industry that help businesses in their marketing and advertising campaigns. Visit <http://www.printplace.com/printing/custom-greeting-cards.aspx> for more information.

Contact Existing Customers to Increase Business Sales

by: **Abe Cherian**

One of the best ways to increase your sales and one that won't cost you a lot or take a huge amount of time is by selling more to your existing customers. This can be a lengthy process and expensive to win over a new customer between advertising, sales calls, and approvals. With existing customers the process can be much quicker, smoother, and less costly.

Existing customers already know you and what you can do. Your challenge is to learn about additional opportunities within your company, and go after them.

If the cost of sale for an existing customer is so much lower than for a new customer, why don't small companies go after their existing customers more aggressively?

Because they have been conditioned to grow their customer list, and because they simply may not realize the potential that exists in obtaining repeat sales from existing customers.

Bringing in new customers is sometimes more exciting for sales people than expanding sales to existing customers. Don't interpret this to say that small companies shouldn't aggressively go after new customers. The purpose here is to suggest that substantial growth lies in repeat sales to existing customers.

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Stay in touch with existing customers to learn their ongoing needs. Inquire into their challenges so as to discover needs they have that you can fulfill. It may be that someone in another department has a problem that one of your company's products or services can solve. It is only by being in touch with customers that you learn about such opportunities.

Try to find up selling opportunities. Not only more of the same, but larger orders and new features. A satisfied customer is a great candidate for expanded sales. The customer has respect for your capabilities and ability to deliver. The customer will listen to your pitch and likely tell you about possible obstacles.

They will probably tell you about their limited budgets or opposition from another department. They might slip you some information about the existence of a competitor. You are then in a position where you can help solve the problem. Perhaps by offering a quantity discount or throwing in some additional service that will convince others in your company that you should provide more of your products or services.

Let existing customers know when you come out with a new product or service. Regardless of whether they buy, they can provide feedback and may become buyers for the new product down the road.

Seek out leads from existing customers. They can often provide referrals to others in their companies or to individuals associated with other firms they do business with. It always helps in soliciting a prospect to be referred by someone the prospect respects. Existing customers represent a potential gold mine. Not only for the present, but for helping expand your company's future.

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You may publish this article in your ezine, newsletter on your web site as long as the byline is included and the article is included in its entirety. I also ask that you activate any html links found in the article and in the byline. Please send a courtesy link or email where you publish to: support@multiplestreammktg.com

About The Author

Abe Cherian is the founder of Multiple Stream Media, a company that helps online businesses find new leads and more customers without spending a fortune.

<http://www.multiplestreammktg.com>

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Step 21: Creating a System that Works

The success of this system depends upon you. It has the potential to exceed your expectations in terms of a rewarding career. Further, it is teachable and duplicable to any staff you will hire in the future.

I suggest using checklists for each client that you have to ensure that all of the steps have been followed. These checklists should then be stored in the client file. I have included a copy of this checklist for your use. This form is provided below and the CD that accompanies this manual.

A Systems Approach to Home Business Success and Immediate Extra Income

by: [Phil Covington](#)

If you were to compose a "Top 5" list of things to do, and not to do, in order to build a successful work from home business and income, it might look something like this:

1. Make sure that you have (or acquire) an attitude for success.
2. Take an inventory of where you've been, where you are, what you have, where you are going, and, more importantly, where you want to go.
3. Do your homework. Become educated (about the topics and/or industries you are considering getting involved in). Do your research and due diligence.
4. Avoid wasting or losing your money or your time on unwise "investments." Item #3 should help you in this regard. However, two easy guidelines are to make sure that any investment you make is proportionate to the industry, products and/or services, and type of business you want to get involved with. ??For instance, if you are looking at McDonald's restaurant franchises, then an investment of \$1 million or more might be justified and reasonable. However, if

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you are looking at the more typical smaller scale type of home business, especially MLM, then rarely should you have to spend more than a few hundred to a few thousand (at most) dollars to successfully launch your new home based business. ??And, unless you have "deep pockets" and really know what you're doing, always grow your business out of profit. In other words, invest a reasonable amount necessary for a successful start, make some money, and then invest back into your business to make more money. That way you won't get hurt financially [at least not to any significant degree], mortgage your home, or lose your life savings or 401(k), etc.

5. Engage in a "Systems" approach to starting and building your business that makes it a step-by-step, "cookie cutter" process that offers a reasonable chance of success if you follow the system. Make sure that the system is predictable, and, ideally, that you have a reasonable chance of earning back your initial investment and becoming profitable within no more than 30 to 90 days, with 30 to 60 days being even better.

Look around and you will find that some of the most successful people and concepts in history are those who implemented systems that can be duplicated.

I'm not referring here to the famous word, "duplication," that is often tossed around among people involved in network marketing. When used in that context it is erroneous because you cannot "duplicate" people! Even if you are a wonderful example of leadership and are constantly growing your business that doesn't mean that you can expect the next person to duplicate your performance, because he or she is not you!

So, the kind of duplication that you want to be able to bring to your business and your organization is the duplication and dissemination of systems, methods, and processes.

Think about it, when Henry Ford successfully mass produced the automobile he didn't duplicate himself, but rather he developed an assembly line method that allowed workers (properly trained in that system) to duplicate the same results in building new automobiles in massive numbers.

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When Ray Kroc made McDonald's into the most successful franchise in history he didn't do it by duplicating himself, but by developing a system recognized the World over as model of efficiency, duplication, and consistency, that allows you to walk into any McDonald's restaurant anywhere and receive the same level of food and service, and clean bathrooms, as will be found in any other. Every single employee is a uniquely different person, so McDonald's is certainly no expert at duplicating people, but they are among the very best at duplicating systems.

When Bill Gates conquered the World of the desktop computer he didn't do it by duplicating himself, which would be a pretty tough act to follow since as the richest man in the World there is only one of him anyway. Here again, Bill Gates developed a series of successful systems that could in turn be duplicated by Microsoft's thousands of employees.

Are you starting to get the idea, and the difference, between trying to duplicate people (which is impossible, unless you manage to pull off an amazing human cloning experiment), and duplicating systems, which is very doable?

It is a well known fact that well established, brand name franchises have a much higher success rate than someone trying to start a business on their own. When, for instance, is the last time you saw a McDonald's restaurant go out of business?

Most network marketing (MLM) companies also claim to have systems that will help assure your success, yet it is well known that over 90 percent of the people who enter the industry fail. That's because most MLM programs try to duplicate people, and, as explained above, that simply doesn't work.

So, if you want to be among the 10 percent or fewer of network marketers who succeed you need to seek out and obtain the very best education and training that you can find that will show you how to utilize systems that will truly lead to successful results, consistently, the majority of the time.

If you are still looking for the "perfect" opportunity then you will want to look for one that is systems based, meaning that you, or anyone entering that business, can reasonably predict what kinds of results you might expect to achieve.

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Ask yourself before getting involved, how much of your success depends upon you, and how much depends upon the system? The more systems there are in place that are designed to help people achieve consistent results, income, and profits, the more likely you are to succeed instead of becoming another victim among the 90 percent or more who fail.

You can find examples of the above kinds of programs on this Website. If you were to compose a "Top 5" list of things to do, and not to do, in order to build a successful work from home business and income, it might look something like this:

www.abcincome.com

About The Author

Phil Covington

GRPMAX, L.L.C. was founded by CEO Phil Covington in 1979 and is the parent company of ABCIncome.Com. GRPMAX specializes in developing Uniquely Innovative Technologies & Solutions™ and has worked with clients ranging from small business, to government, to the Fortune 500. Specifically, GRPMAX creates solutions that automate processes that previously required human staffing and interaction. Mr. Covington's interest in the home business field started in the 1980s and developed out of relationships with some of the industry's most talented and highest earning individuals, during which time he has actively pursued the creation of the ultimate home business passive income solution.

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Client Name: _____

Address: _____

Phone: _____ Email: _____

Employee Initials & Date

Task Completed

_____	Step 1: Training
_____	Step 2: Advertising
_____	Step 3: Initial Database Entry
_____	Step 4: Telephone Scripts
_____	Step 5: Free Consultation (optional)
_____	Step 6: Divorce Mediation Application
_____	Step 7: Collecting Fees
_____	Step 8: 2 nd Database Entry
_____	Step 9: Convening
_____	Step 10: Mediator Scheduling
_____	Step 11: Opening Statement
_____	Step 12: Mediation Session
_____	Step 13: Drafting the Mediated Separation Agreement
_____	Step 14: Evaluation Forms
_____	Step 15: Relay to Attorney/Pro Se Forms
_____	Step 16: Courier Forms to Court (optional)
_____	Step 17: 2 nd Evaluation Form
_____	Step 18: 3 rd Database Entry
_____	Step 19: Request for Referrals
_____	Step 20: Annual contact with customer

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Conclusion

Business systems have been around for a long time. Systems produce results if they are used in a correct manner.

You can use this system to build your divorce mediation practice. The plan I provided has revealed proven techniques that have been working successfully for the past decade. Take some time to think about your mediation practice and how some of these proven techniques and examples can be applied to your business.

You have a special advantage if you're just starting a new divorce mediation business. You can apply these proven techniques to develop maximum profits right from the beginning...and avoid the risk of learning by trial and error.

I pray for much success for you in building your business. I look forward to hearing about your success as a divorce mediator.