

APPENDIX R: SAMPLE ORIENTATION AGENDAS

One-Hour Orientation for Members of the Agency's Governing Board

- I. Mediation Program Design – 15 minutes
(Chapter 1 and Appendices A and G)
 - Who will provide the service
 - How the service will be provided
 - How it will benefit clients of the agency as well as individuals for whom the agency cannot provide service

- II. Mediation program evaluation – 10 minutes
(Appendices H and O)
 - How it will be done
 - How the Board will receive information
 - Solicit board requests for specific evaluative information

- III. Funding – 10 minutes
 - What the program will cost
 - How funds will be generated
 - Role of the Board, if any

- IV. Integrating mediation into the Agency's service plan – 5 minutes

- V. Board Member Outreach to Community – 10 minutes
 - Contacts in local mediation community
 - Contacts with impacted service provider organizations

- VI. Questions from Board members – 10 minutes.

Agenda for Three-Hour Orientation and Training for Agency Staff Members

- I. Mediation - 30 minutes
(Appendices G and Q)
 - Definition
 - Benefits
 - Overview of procedures to be used in the Agency's program
 - Qualifications of the mediators who will volunteer to provide service

- II. Screening cases for mediation - 30 minutes
(Appendix N)
 - Who will do it
 - Where does it fit in the new client intake process
 - Referral of individuals who don't meet Agency requirements for service
 - Agency staff responsibilities

- III. Mediation program evaluation - 20 minutes
(Appendix L)
 - How will it be done
 - Staff involvement, if any
 - How staff will receive program updates

- IV. Overview of mediation program procedures - 30 minutes
 - Case flow
 - Role of program administrator
 - Program forms
 - Case disposition and additional services to be delivered when mediation is rejected or no settlement is reached

- V. Advocacy in mediation- 60 minutes
(Appendix P)
 - Training of advocates in how to represent a party in mediation with practice on a simulated case

- VI. Wrap-up, Q & A