



## **Better Agreements, Inc.**

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### **What you can expect from Better Agreements:**

- Timely information about location, directions, and logistics.
- Minimum of 15 minutes with the mediator to learn about the type of case being mediated and choices the mediator makes in setting up the room and preparing for the clients.
- Minimum of 15 minutes at the conclusion of the mediation to debrief the mediation process and for the mediator to answer questions you may have.

“a most educational and thoughtful experience, seeing you [the mediator] work your magic art [of facilitative communication]. I wonderful way to learn.” Linda, Blacksburg VA

### **What is expected of you as a COPE observer:**

- **Please Note** Mediation content is strictly confidential and may not be discussed outside of Better Agreements, Inc. You must not share anything about the parties or that is identifiable to the parties. You are encouraged to share your experience observing the mediator and the process of mediation.
- Before any observation:
  - If you have a court case pending in any of the following localities: Bland, Carroll, Floyd, Giles, Galax, Grayson, Montgomery, Pulaski or Radford please call our office to speak with a staff person before confirming or attending a scheduled observation.
- Scheduling is a team effort:
  - Clear your schedule for up to 4 hours per observation (Mediations can last from 2-3 hours in one sitting with additional 30 minutes minimum for pre-brief and debrief not including travel).
  - Respond promptly to scheduling communication.
  - Notify us as soon as possible if need to cancel or wish to reschedule your observation.
  - Respecting our clients, mediators and your self, reschedule if you are feeling under the weather.
- At the observation:
  - Dress professionally (no jeans, sweats, midriff showing etc.)
  - Arrive at least 15minutes prior to scheduled mediation time.
  - Notify the mediator if you have any scheduling commitments after the mediation before the mediation starts. Plan on staying the entire time.
  - Upon arrival, if you find that you have any affiliation with either or any party to the mediation you **MUST** inform the mediator. Parties will be given the opportunity to decide whether or not you may be present at the mediation.
  - While in mediation sit quietly (typically behind the clients) and observe so that you are not a distraction.
  - Out of respect for the clients we serve all notes taken during the mediation will be given to the mediator at the end of the session.