MANAGING MEDIATORS AND EVALUATORS: ENSURING EXCELLENCE IN COURT-BASED SERVICES

2015 Annual Conference
National Association for Court Management
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WHAT DO WE MEAN BY....

- Evaluative Services?
- ADR or Mediation?
- Blended Services – Open Negotiation, Child Custody Recommending Counsel or med-arb?
What are the unique challenges?

- In Mediation
- In Evaluation, Assessment, Recommendations
MEDIATION

- In what capacity do mediators provide court-based services?
- How does the relationship affect the ability to ensure excellence in provision of services?
EVALUATIVE SERVICES

- In what capacity do evaluators or assessors provide court based services?
- How does this relationship affect the ability to ensure excellence in service?
CHALLENGES TO ENSURING EXCELLENCE

- For Mediation?
- For Evaluative Services?
“No Complaints” and “no news is good news” is NOT the way to ensure excellence in court-based services.
WHY ARE THERE NO COMPLAINTS...?
QUALITY CONTROL

- What methods have you utilized to manage your mediation or evaluative services?
QUALITY CONTROL IN PINAL COUNTY

- Who we are: Family Services of the Conciliation Court

- Our staffing:

- Our relationship to the Court:
3 KEY MANAGEMENT PRACTICES

- What Conciliation Court has done to ensure excellence in court-based services

- 3 Key components
  - Recruitment is key: our interviewing practices
  - Performance Measures are key: What to measure
  - Manage the practice, not just the procedures
RECRUITMENT

- Ensuring you have the right people
PERFORMANCE MEASURE

- What to measure and how
MEASURING PERFORMANCE

 Who are your customers?
 How do you know when your customers are satisfied?
 What is the unit of analysis?
MANAGING PRACTICES AND PROCEDURES

- Methods for ensuring excellence behind closed doors
PULLING IT ALL TOGETHER

- Management
- Teamwork
- Performance
Questions and comments
THANK YOU FOR JOINING ME!

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