



JAMS Mentoring Guidelines

Schedule and Suggested Talking Points

Meeting Schedule

1. Shadowing – three times with JAMS neutrals before first case
2. Initial meeting after new neutral is launched but before first case.
3. Follow up meeting after first case
4. If possible, mentor shadows mentee on a case
5. Follow up meeting after 30 days
6. Follow up meeting after 60 days, before 60 day check in meeting.
7. Six month progress check
8. Annual progress check

Discussion Topics – Initial Mentor Meeting

1. Purpose of the program
2. JAMS Culture
3. Collegiality amongst the panel
4. Relationships with case managers, management
5. Resources available if neutrals have questions
6. Billing and calendar practices
7. Review of first case – issues, pre-hearing calls, strategy, logistics
8. “What are you worried about?” – transition concerns and questions
9. Panelist goals and expectations
10. Practice Development and Marketing
11. What clients expect from a neutral in mediation (client feedback)
12. What clients expect from an arbitrator (client feedback)
13. Event attendance

Discussion Topics – 60 Day Mentor Meeting

1. Case related questions – success, follow up
2. Additional training needed
3. Practice Development and Marketing
4. Case manager relationship
5. Overall satisfaction level
6. Client feedback