

# The Business of Mediation

Building Your Practice Workbook  
for Aspiring Practitioners

by Marc Bhalla



ADR Institute of Ontario

# The Business of Mediation

# Building Your Practice Workbook for Aspiring Practitioners

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# Building Your Practice Workbook for Aspiring Practitioners

## Why Do You Want to Mediate?

(examples: to help people, it seems like rewarding work)

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## Where Will You Get Mediation Training?

(example: an online program)

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*Mentor Tip: The ADR Institute of Ontario keeps a list of approved courses.*

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## How Will You Get Experience?

(examples: volunteering, through role play, shadowing)

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*Mentor Tip: You can demonstrate that you are a trained, qualified and experienced mediator by working toward and attaining the Qualified Mediator (Q.Med) designation of the ADR Institute of Canada.*



## How Will You Market Your Mediation Practice? (examples: creating a web site, starting a blog, getting business cards)

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# Building Your Practice Workbook for Aspiring Practitioners

## Action Planning

Identify 3 specific action items to work on to build your practice  
(examples: starting a blog, aspiring for a designation, entering a new area)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

In the pages that follow, you will be asked to come up with definitive steps to take action and make your plan a reality.

### Action Plan #1

What do you need to do to get this started?

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When will you do this?

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Where would you like to be on this one month from now?

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What is your indicator of progress on this action item?

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*Please add an entry into your calendar to check in on the status of this action item one month from today and commit to yourself to do so.*

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What is your long term objective with this action item?

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When will you reach your long term objective with this action item?

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How will you know when you have reached your long term objective with this action item?

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What other simple, little thing you can do to start to move this forward?

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*Do it!*



## Action Plan #2

What do you need to do to get this started?

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When will you do this?

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Where would you like to be on this one month from now?

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What is your indicator of progress on this action item?

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*Please add an entry into your calendar to check in on the status of this action item one month from today and commit to yourself to do so.*

What is your long term objective with this action item?

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When will you reach your long term objective with this action item?

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How will you know when you have reached your long term objective with this action item?

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What other simple, little thing you can do to start to move this forward?

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*Do it!*

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## Action Plan #3

What do you need to do to get this started?

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When will you do this?

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Where would you like to be on this one month from now?

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What is your indicator of progress on this action item?

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*Please add an entry into your calendar to check in on the status of this action item one month from today and commit to yourself to do so.*

What is your long term objective with this action item?

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When will you reach your long term objective with this action item?

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How will you know when you have reached your long term objective with this action item?

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What other simple, little thing you can do to start to move this forward?

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*Do it!*



## Meet Your Mentors



Marc Bhalla

Chartered Mediator (C.Med)  
LL.M. (DR), Q.Arb, MCI Arb, CCI (Hon's)

Marc (he/him) [biracial] has been a dispute resolution practitioner since 2005. He evolved from the role of senior law clerk at a firm specializing in condominium law to launch a mediation practice. Marc's practice now includes arbitration and med-arb, in response to client demand.

Marc holds the Chartered Mediator designation of the ADR Institute of Canada, along with domestic and international arbitration designations. He earned a Master of Laws in Dispute Resolution at Osgoode Hall Law School.

Marc guest lectures at Osgoode Hall Law School, Queen's University and as part of the faculty of the Canadian Collaboration for Engagement & Conflict Management. He is accredited as a trainer by the ADR Institute of Canada and the Law Society of Ontario, has spoken across the country and has been widely published - including contributions to peer-reviewed academic journals. Marc's first book, *The Art of Role Play in Dispute Resolution Training* was released in late 2020.

Marc has been involved in several ADR web projects, including ADR Athletics - a web hub he created to support health and wellness of practitioners. Marc created and personally maintains his site, [www.456dr.ca](http://www.456dr.ca), and invites you to check it out.

# Building Your Practice Workbook for Aspiring Practitioners

## Meet Your Mentors



Kathleen Bellamano  
Chartered Mediator (C.Med)  
MSW, RSW, C.Arb, C.Med-Arb, FMC Cert. CFM

Kat has been working with people in conflict for 18 years and has been providing services by distance for over 10 years. She has a diverse practice as a dispute resolution professional and registered social worker, in private practice. Kat provides training, parenting coordination, mediation, arbitration, med-arb, circles, child interviewing and assessments, organizational development, coaching and facilitation; always with an emphasis on relationship building and working across differences. Her main area of focus is working with families and groups with complex circumstances such as high conflict, trauma or mental health challenges, addiction, involvement with the legal system or intercultural issues. She also provides the full range of her services by distance. She designs and provides training on mediation and conflict resolution skills, trauma informed practice, sexualized violence prevention, and family violence screening. Kat is also on the faculty of the Justice Institute of BC in both the Centre for Conflict Resolution and the Centre for Counselling and Community Safety and the faculty of Herzing College in the Kompass Professional Development Program.

She is a Chartered Arbitrator, Mediator, and Med-Arbitrator certified by ADR Canada, an Advanced Comprehensive Family Mediator certified by Family



Mediation Canada, is on the rosters of Mediate BC, the BC Hear the Child, the BC Parenting Coordinator Roster Society and is recognized as a Qualified Parenting Coordinator in Saskatchewan. She has a Master of Social Work with a Clinical Specialization and her major project for her MSW was on the impact of grief and attachment in parenting coordination. Kat received her Certificate in Conflict Analysis and Management and her Certificate in Family Mediation from The Institute of Conflict Analysis and Management with an emphasis on Conflict in Organizations and Group Facilitation Skills. She received her Certificate in Arbitration from the ADRBC (formerly BCAMI). She is on the Board of the BC Parenting Coordinators Roster Society and is Vice-President of the University of Victoria Alumni Association and is a former member of the Board of Directors of ADRBC and Family Mediation Canada. Kat is also a restorative justice facilitator with Restorative Justice Victoria, is a member of the Association of Family and Conciliation Courts (AFCC), Family Dispute Resolution Institute of Ontario (FDRIO).

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## Meet Your Mentors



Richard Moore  
Chartered Mediator (C.Med)  
L.L.B., CFM, C.Med-Arb, C.Arb

Richard Moore is a graduate of Carleton University and Queen's Law School and is an accredited mediator and arbitrator.

He has over 30 years' experience in conflict management. Having started his career as a lawyer, he has for many years worked exclusively in conflict management, delivering mediation, arbitration, med-arbitration, investigation, and conflict management system design services to a wide range of clientele in the public, private, and not-for-profit sectors.

He has conducted many hundreds of interventions including facilitations and mediations in complex multi-party situations, and in various contexts including employment and workplace, police services, hospitals and health care, human rights, indigenous people's issues, public policy, estates, professional responsibility, family, and property disputes.

His experience includes introducing mediation programs into the Supreme Courts of Guyana and the Philippines, the establishment of the Mediation Institute of Guyana, the founding of the YMCA-YWCA Community Mediation Program (now Community Mediation Ottawa), and the provision of expert advice to many public and private sector conflict management programs.

Richard is the Director of the Canadian Collaborative for Engagement & Conflict Management.



He is recognized as a mentor in conflict management and has taught negotiation, mediation, and arbitration skills to judges, lawyers, police officers, social workers, union representatives, human resources, labour relations, and conflict management professionals.

He has held significant volunteer governance positions in not-for-profit, legal and conflict management professional associations including Past President of the Ottawa YMCA-YWCA, Past Director YMCA Canada, Past President of the County of Carleton Law Association, and past director of the ADR Institute of Ontario.