

Request from IAM member John Sturrock

Richard and Michel

I wonder if IAM would/could conduct some research with our membership along these lines:

- How many of you are polling your clients to find out if they prefer online to face to face mediation? If so, what is the response?
- And are any of us formally asking if clients wish to continue to mediate online even if we get to the stage of being able to meet again safely face to face?
- From asking clients, what are the factors which the clients would take into account?
- Are/would the answers be different with one-off clients, compared to regular lawyer/insurer/commercial users?
- And how many of us will offer online as our preference, even as things change, with face to face as an exception if asked for/insisted on/safe?

I sense this would be better as an IAM project than coming from one person.

John