

## **Appendix H**

### **Designated REALTOR<sup>®</sup> / Branch Office Manager DRS Packet**

The purpose of this packet is to provide all principal brokers and office managers information ensuring that they are aware of the association's endorsement of the selected DRS program, the applications of DRS and the principal broker's role in the successful implementation of DRS at the firm level.

Mailing should include a cover letter signed by the association's president encouraging participation in the DRS program and copies of the following documents from the Appendices of the DRS materials.

#### **Mediation Component**

- Mediation Clause/Addendum
- Agreement to Mediate
- Mediation Procedures
- Request to Initiate Mediation Transmittal Form
- Sample Mediation Settlement Agreement
- *Mediation the winning solution for buyers and sellers* brochure
- Buyer-Seller Guide for Initiating Mediation
- DRS Mediation Orientation
- Checklist for Presenting DRS Mediation Program to Buyers and Sellers
- Salesperson Script for Discussing Buyer-Seller DRS Mediation
- Tips for Promoting DRS Program
- Responses to Frequently Asked Questions about Mediation
- Evaluation Forms

#### **Arbitration Component**

Materials to be developed by the association consistent with the association's arbitration procedures and applicable state law(s). The mediation materials can be used as a template in creating the arbitration materials. Information provided to members should include:

- Arbitration Procedures
- Arbitration forms, clauses, and agreements

**DRS Training:** If possible, the cover letter should include the date(s), time(s) and location(s) of an association-sponsored DRS training program(s) and request that brokers and managers bring enclosed materials with them to the orientation program. The purpose of conducting DRS training program(s) for Designated REALTORS<sup>®</sup> and office managers is to provide them with information about DRS, techniques for implementing DRS at the firm level, and an opportunity to ask questions and discuss concerns. If possible, association counsel should participate in the program. The association's executive officer or other knowledgeable person should serve as facilitator for the program.