

How to Get the Best Experience from Online Mediation



Presenters:

- **Elizabeth McGlaughn, Esq.**, McGlaughn & McGlaughn, LLC
- **Allen Schreiber, Esq.**, Schreiber Dispute Resolution
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Overview

- The Benefits of Online Mediation
- How Online Mediation is Conducted
- Tips to Have a Good Online Mediation Experience



Benefits of Online Dispute Resolution



Safety



Cost Savings



Comfort and Convenience



How Online Mediation is Conducted

- Communication with Mediator
- What platform will the Mediator use
 - There are many available such as Zoom, Webex,
- Joint session
- Understanding how to caucus
- Agreement - documenting



Tips for a Good Online Mediation Experience

- Educate yourself and your client
- Be flexible – technology happens
- Have an alternative means of communicating
- Eye contact
- Listening
- Close tabs
- Mute





Resources

- www.mediate.com
- <http://www.Americanbar.org> (The ABA Dispute Resolution Section has posted some very informative articles about online dispute resolution - ODR)
- Susan Guthrie at www.learntomEDIATEonline.com
- Alabama Center for Dispute Resolution: www.alabamaadr.org
- **American Bar Association: *Four Tips For Looking Your Best On Your Next Video Calls***: <https://www.americanbar.org/news/abanews/publications/youraba/2020/youraba-april-2020/look-your-best-on-video-calls/>
- **Stanford: *Best Practices For Videoconferencing Video***: https://youtu.be/FA--hb8POx7_0
- **Owl Labs: *Video Conferencing Etiquette***: <https://www.owllabs.com/blog/video-conferencing-etiquette>
- **The Verge: *Do's and Don'ts of videoconferencing***: <https://www.theverge.com/2020/3/19/21185472/video-confere-call-tips-zoom-skype-hangouts-facetime-remote-work>
- **Entrepreneur: *Working Remote: These are the biggest do's and don'ts of videoconferencing***: <https://www.entrepreneur.com/article/238902>

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