



Remote Mediation: How It Works, When It Works, and Tips to Make It Effective

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Widely used—likely to
be the platform for
your remote mediation

Great features for
mediation



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February 2020:

“Do you think that you’ll do videoconference mediations in your practice?”

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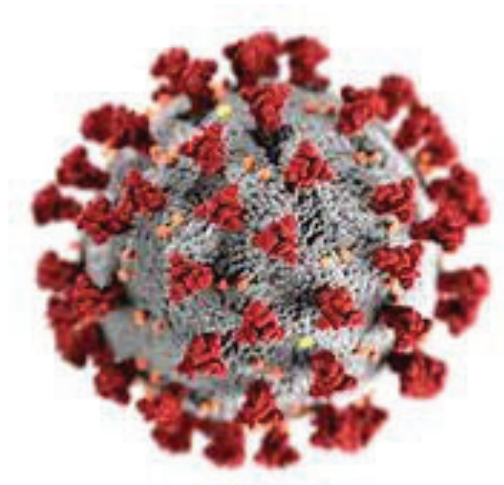
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Reasons for my response in February:

- confidentiality concerns
- loss of interpersonal interactions/nonverbal communication?
- lack of investment in the process?
- would participants devote the same attention and focus on only resolving the dispute?
- fear of the unknown/not the way we’ve always done it
- no urgency to adopt a new platform

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And then . . .



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When is remote mediation used?

Before COVID-19

- High conflict/high emotion settings
- In-person attendance challenging (distance, sickness, disability)

Now?

- All types of disputes
- In-person mediation is not possible or ideal
 - restrictions on in-person meetings
 - cost
 - logistics

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