

# VIDEO MEDIATION: A GUIDE FOR MEDIATORS



The Georgia Office of Dispute Resolution has put together the following list of requirements and considerations for mediators conducting video mediations sessions.

## Technical Requirements:

- Computer (laptop or desktop) with camera and microphone (updated)
- Fast, hi-speed, secure internet connection (no public wi-fi)
- Select safe and accessible video-conferencing software with the following:
  - Unlimited meetings (no time restrictions)
  - Break-out rooms
  - Waiting room function
  - Whiteboard function
  - Screen sharing
  - Security features (administrator controls, password protection, encryption, authentication)
- Plan/Software:
  - Document Sharing (e.g. Dropbox, Google docs, OneDrive)
  - Document execution (e.g. DocuSign, Formstack, Adobe, printer/scanner)
  - Firewall and anti-virus are installed and up-to-date
- Payment method (e.g. PayPal, Venmo, Zelle)
- Create:
  - Technology Failure Protocols (whom and how to notify of internet, software, or hardware failure)
  - Caucus Protocols

## General Requirements:

- Send guidelines in advance in writing to participants
- Set expectations:
  - Explain what software you are using. Provide links to download and for tutorials
  - Outline process (i.e. waiting room, document sharing and execution, payment method, technology and caucus protocols)
- Establish parameters for confidentiality and privacy
  - No recording of any sort (i.e. audio, video, screenshot). May need to limit/disable chat functions
  - Have parties confirm that they are in a safe location, are alone, and cannot be overheard
- Log into the session at least ten minutes early
- Create a quiet, professional space – take steps to prevent interruptions & limit distractions

## Considerations:

- If mediating a court case, check with that court's ADR Program for additional requirements
- Domestic relations cases must be screened for domestic violence
  - May need to conduct entire session in caucus (breakout rooms)
- Ask about any needed accommodations (accessibility, disability, language interpreter)
- Have a back-up computer available
- Turn off all other devices and notifications to limit distractions
- Practice, Practice, Practice before you conduct a live session.
- Expect and prepare for glitches with technology – allow extra time

Special thanks to Susan Guthrie for developing these tips. Find out more about Susan by visiting [www.learnmediateonline.com](http://www.learnmediateonline.com)

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