

The Results Are In: A Year of Virtual ADR

Global Resolutions, PLLC is pleased and proud to announce it was among the first of mediation firms to halt in-person mediations and quickly transition to the virtual platform when Covid-19 arrived in the United States more than 13 months ago. Since March 2020, we have devoted in excess of 200 days of virtual services to literally the world of conflict resolution. The results and growing consensus about virtual resolution may surprise you.

1. **Settlement rates** using virtual formats are the same and in fact, slightly higher than in person mediation sessions.
2. **Arbitration hearings** have proceeded effectively, efficiently and successfully for parties, counsel, witnesses and the arbitrators.
3. **Parties and witnesses** report they feel less stressed and more relaxed in familiar environments including their own homes, offices and the offices of their counsel.
4. **Counsel and advocates** are pleased with the efficiencies of the virtual platform and the ease of conducting mediations and arbitrations with their clients, whether in the same location, or offsite. The “hybrid” combination of having clients in law office conference rooms while the opposition is located elsewhere around the country is relatively easy for all to navigate, including breakout sessions, with or without clients present.
5. **Joint sessions** are less threatening and seem to be more productive for all participants. Using a shared screen feature for visual learning or explaining documents does not require additional technical equipment.
6. **Logistics** have become easily manageable. Schedules are much more open when travel is not involved. Time, expense, stress of weather, reliance on airline connections, and the customary wear and tear of travel is eliminated.
7. **Decision makers** can actually attend a session and engage in face-to-face dialogue with one and all.
8. **Mediators and arbitrators** have become adept at making the usual emotional and trustworthy connections with participants. Many ADR providers now actually often prefer to use virtual platforms for cases as opposed to traveling to be physically present with the participants.

These are but a few of the strategic and logistical benefits of using a virtual platform to conduct your arbitration or mediation. Based upon our experience and surveys of other ADR providers, for many reasons, including those enumerated above, using the virtual platform is an extremely effective format for ADR beyond logistics and cost.

After July 4, 2021, Global Resolutions, PLLC will again review the CDC guidelines to evaluate the safety and strategic reasons to conduct in person sessions. We expect the vast majority of our work to continue in the virtual landscape long after Covid-19 is defeated and we look forward to meeting in person on those cases where we can all feel safe and secure.