



Mediating Online Training

Mediating eCommerce, Property and Workplace Disputes Online

Our Mediating Online trainings are intended for experienced mediators interested in most capably extending your mediation practice to offer online mediation services.

Presenters: [Jim Melamed](#), [Clare Fowler](#) and [Colin Rule](#)

This Mediating Online Training qualifies as the core 20-hour online mediation course required for [Mediate.com Online Mediator Certification](#). 20 CLE/CEU credits available, including 2 credits for Ethics.

See our [Certified Online Mediators](#)

Testimonials

It was good enough the first time that I came back for a second exposure - there's still more material there than I could absorb, AND the best presenters in the world!

I sent three students your way!

The generosity of spirit and unrestricted sharing of their collective wealth of knowledge and techniques and resources, by Jim Melamed, Clare Fowler and Colin Rule, sets this course apart from any other. There is no ego in the environment they create and, as you participate, you feel the professional community emerging from their embrace. The last class session feels like a beginning, not the end, and you realize you are part of something profound in today's world - be prepared to be exhausted and overwhelmed by the staggering amount of information and insight in this two weeks -and to come through it with the confidence to take the leap forward to creating your own niche In online dispute resolution.

So far I have had two extended-length courses from Mediate.com and have found them exceptionally helpful and well worth the money. The material is polished, the instructors are highly experienced mediators and great communicators, and the format is perfect for my learning styles. I look forward to beginning my third extended-length course in two weeks.

This training provides excellent guidance, resources, and interactive practice to successfully use online tools for mediation.

Jim, Claire and Colin are truly knowledgeable and experienced groundbreakers in ODR and graciously provide a great deal of depth of material for those exploring this developing field, now made ever more relevant due to social distancing mandates.

This online mediation training was just what I needed to move my mediation practice from a brick and mortar operation to an online practice. Just what we need in these fast-changing times.

No mediator should offer online mediation without this course.

This was excellent training given the the situation the world presently faces.

The suggestion that this Training Course is only two hours a day over two weeks belittles the energy, information and experiential learning we received. Clare, Jim and Colin were experts at demonstrating how to translate our face to face skills to the virtual world, and to stretch our definitions as 'practitioners' in this space. They were responsive to our needs as a group and open to spending more time on challenging areas. The benefits of this course go beyond the learning we received; it was also an introduction to an International Network of Online Mediators. The timing of this course was excellent.

Overall, this training was amazingly comprehensive and uniformly excellent. The combination of very practical information with illuminating experiences made this training insightful and a catalyst for the participant's further development. The trainers were extraordinarily professional and demonstrated good humor and profound human understanding in these very challenging times.



COURSE SCHEDULE

Session 1 – Welcome and Overview

- A. Welcome, Introductions and Participant Outcomes
 - B. Zoom Intro
 - C. A Brief Historical Review - The Past as Prologue
 - D. What is Online Mediation?
 1. The Evolution of ODR
 2. Communicating Through Technology
 3. Asynchronous and Synchronous Interaction
 4. Advantages and Disadvantages of ODR
 5. Critiques of ODR
- Exercise: Developing a Checklist (Business Plan) for Your New Online Services

Session 2 – Working with People Online

- A. Selling Clients on Online Mediation
- B. The Psychology of Conflict in the Online Environment
- C. How Parties and Mediators Behave Differently Online

D. Diversity and Cross-Cultural Communication

E. Core Skills for Online Mediators

1. Online active listening
2. Reframing
3. Caucusing
4. Brainstorming
5. Managing power differentials
6. Drafting agreements

F. Advanced Online Communication Skills:

G. Getting Started: Terms & Conditions, Ground Rules and Opening Statements

Exercise: Your New Online Mediator Opening Statement

Session 3 – Designing Your Online Mediation System

A. Open Question Forum

B. A Model for ODR Systems: DNMEA

C. Fundamentals of ODR System Design

D. Addressing Your Current Disputes with Online Mediation

E. Online Functions to Satisfy Party Needs

F. Platform Demonstrations – Part 1

Exercise: Neighbor Tree Cutting (Zoom)

Session 4 – Getting Started – Video - Strategy

A. Introducing MediationExpress

B. Special Education Simulation (Zoom)

C. Intake, Scheduling, and Payment Issues

D. Managing Documents

E. Getting Started with Video Mediation

1. Non-verbals
2. Using breakouts and holds
3. Screen sharing
4. Dealing with technical issues
5. Handling outages

- F. Zoom and Online Best Video and Audio Practices
- G. Balancing Joint and Caucus Communications
- H. Assisting Participants To Be At Their Best
- I. Mediation Strategies
- J. Completing the Zoom Session (Finalizing Documents, Surveys)
- K. Ensuring Continuing Quality

Session 5 – Online eCommerce Mediation

- A. Open Question Forum
- B. Mediating eCommerce Issues: B2B and B2C, Items and Services
- C. Platform Demonstrations – Part 2
- D. Introducing CREKODR
Exercise: Mediating eCommerce Issues (Airbnb dispute)

Session 6 – Mediating Property Issues Online

Catch Up – Debrief CREK Mediation

Mediating Property Disputes: Financial Issues, Conditions and Behavior
Exercises: HOA and Landlord/Tenant Issues (Zoom Audio)

Session 7 – Online Mediation Ethics and Mediating Workplace Issues

- A. Open Question Forum
- B. Ethical Standards and Dilemmas for Online Mediators
 1. Access
 2. Transparency
 3. Impartiality/Neutrality
 4. Confidentiality, Privacy, Security Best Practices
 5. Information and Data Security
 6. ICODR Standards
- C. Digital Accessibility and Accommodations
- D. What Cases to Take

E. How Deal with Threats

F. Mediating Workplace Disputes

Exercise: Workplace Issues (Zoom)

Session 8 – Mediating Legal Issues and with Attorneys

A. Technical Support for Mediators

B. Relationship with Case Managers

C. Mediating Legal Issues - Involving Attorneys

Exercise: The Cancelled Conference

Session 9 – Transforming the DR Landscape – Settlement Agreements

A. Open Question Forum

B. Review Online Mediation Advantages and Disadvantages

C. Working With Fourth Parties

D. Moving ADR Online More Generally

E. Writing Settlement Agreements

Exercise: Writing A Settlement Agreement

Session 10 – Catch Up and Moving Forward

A. Catch Up

B. Online Mediation in the Extreme: Large Group or Class Action Simulation

C. Next Professional Steps

D. More on MediationExpress

E. Mediate.com Mediator & Online Mediator Certification

F. Ongoing Skills Development

G. Getting Cases

H. ODR Events and Opportunities

I. Conclusion and Wrap Up