

# Fact Sheet: Guidance for Online Mediation

Mediation online can and does work well. In order to ensure that you understand how this will work and to prepare for our meetings we have provided some guidance below. This will enable us all to manage things in the best way possible.

We can talk you through this at the start of our individual meeting and can provide any further help or guidance that you may need.

## How it works

We will email you a link to a Zoom meeting both for the pre-mediation meeting and then separately for the joint meeting should all concerned agree to proceed.

If you have not used Zoom before, you will need to download this onto your PC/laptop/tablet etc. before the meeting. This can be done from the link in the email and there is no cost to signing up. Once this is installed you will simply need to click on the link to the meeting which is contained in the email. This will connect you directly to the meeting. You may need to switch to video and unmute to be able to see and hear.

We will have set a password for the meeting to increase security. However, if you click into the link directly from the email there should not be any need to insert a password. If, however, you are asked to do so the password will be contained in the email invite.

We will talk you through the best viewing settings to use for the meetings.

## Room setup

It is preferable if you can have your PC/laptop situated in a room with good natural light and a light source in front of the device you are using, otherwise it can be hard to see people's faces. It is also important to ensure that the camera is situated centrally so that we can see more than just the top of your head!

We can help you with this and will spend some time at the start of the meeting making sure we can all see each other properly and adjust as necessary.

Think about the room you will be using. As far as possible you should ensure that you are in a comfortable space where you can speak openly and confidentially and without fear of interruptions.

### Confidentiality

Confidentiality is an important principle of mediation so the space you are using for the meeting should be confidential.

As we are hosting the meetings, we will ensure that the meetings are not recorded.

### Technical issues

If there are any technical problems, in particular if any participant loses connection at any time, we will make contact to set up a new session/reconnect with you. This may be by mobile phone or email.

If you do have any questions or queries in advance, then please do not hesitate to contact us on 08000 489235.