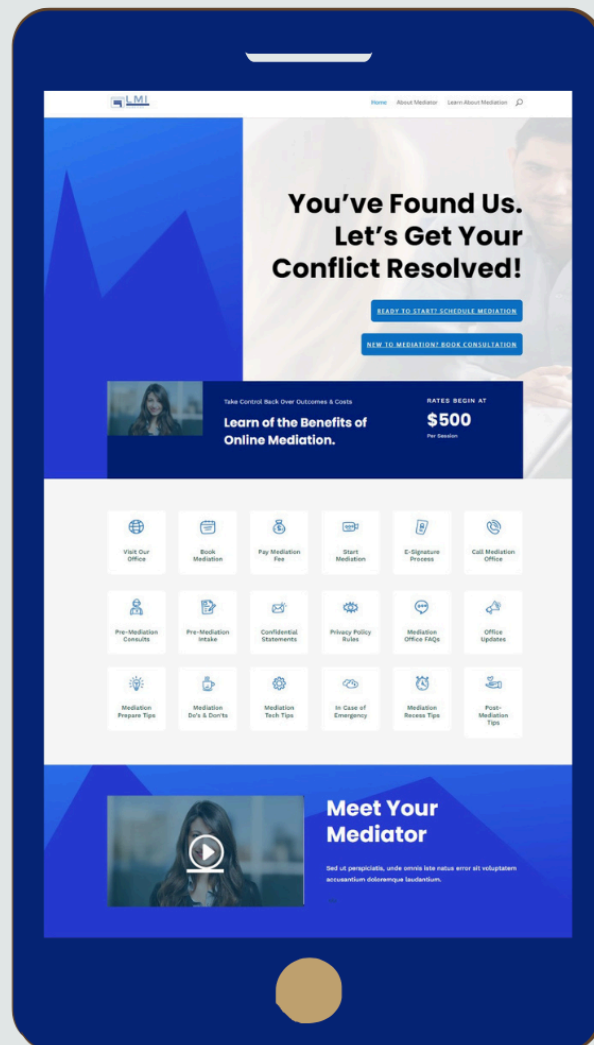


# THE 5-STEP ONLINE MEDIATION PRACTICE

Start or Improve Your Online Mediation or Arbitration Business by Integrating Your Marketing, Booking, Payment, Online Mediation, & E-Signature Systems into Your Own Custom Platform



By : Mac-Arthur Pierre-Louis, J.D., M.Ed.

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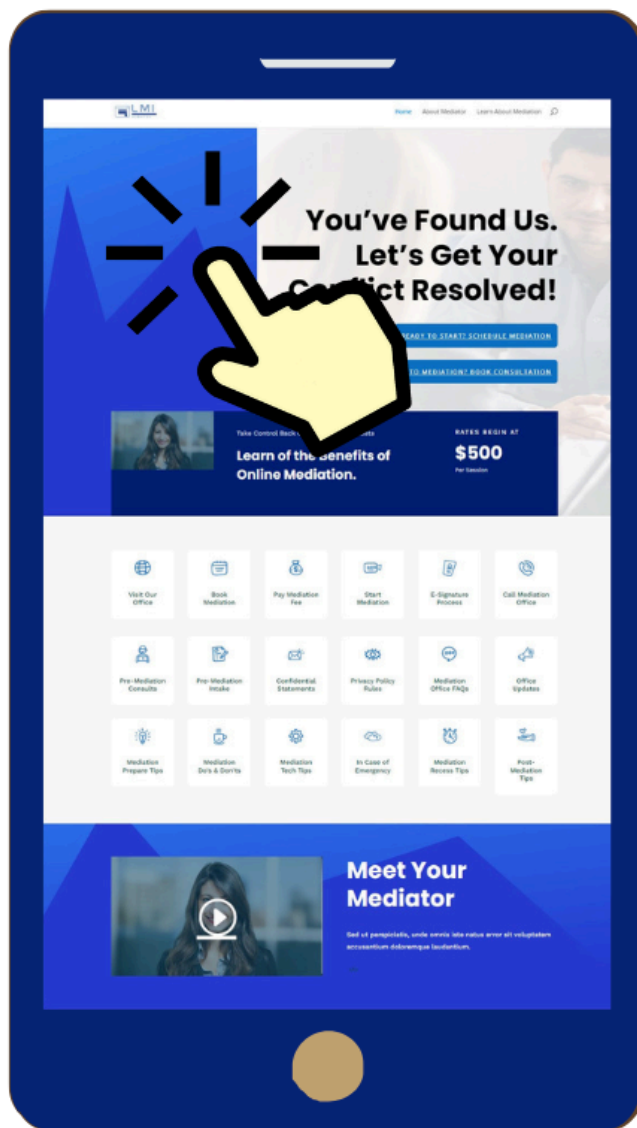
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## Editor's Note:

Visit the interactive example site template found on the book cover [here](#).



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## Introduction and Overview

### The Age of Online Mediations

While standing before the Eiffel Tower in Paris shooting a podcast recording in February 2020, my partner and I declared that the age of online mediation was upon us. This declaration came not because online mediation was new, but because we realized that for the first time, professional mediators worldwide had to begin mediating online whether they or their parties wanted to do so.

The 2020 global pandemic shocked us all. Due to immobility caused by government-mandated quarantines and lockdowns, state and local agencies, courts, and small businesses had to find ways to continue operations. Remote communication tools proved to be the solution no one knew they needed. Unlike large organizations and governments that could weather the shutdowns, small businesses worldwide, including professional service outfits like law firms and mediation offices, raced to find tools that could help their businesses survive.

What followed was the meteoric rise of Zoom and other internet collaboration tools. Though such tools had existed for years, they suddenly became necessities for running businesses, courts, and schools. Nearly every type of industry found its operations surviving through Zoom. The mediation industry benefited greatly, with mediators worldwide quickly realizing how Zoom could benefit their practices, both during and after the pandemic. During the pandemic, mediators frequently discussed whether this new mode of online mediation would end after the lockdowns or if it would become the new normal. Most concluded that regardless of whether things returned to their previous state, the benefits and convenience of online mediations were definitely here to stay.

It is now 2024, some three years after most lockdowns ended in mid-2021. With online mediation now under many mediators' belts, many are taking the dry run they experienced running a virtual mediation practice and turning it into full-fledged businesses to reap the benefits provided by remote communication tools. This book is intended for these "modern" mediators. Mediators may also benefit from other related resources on [LMITrainings.com](https://LMITrainings.com), part of the Lawyers & Mediators International network of sites, which includes: [LMIHubsites.com](https://LMIHubsites.com), [LMI Sandbox.com](https://LMI Sandbox.com), [LMIPodcast.com](https://LMIPodcast.com), and [InstantMediators.com](https://InstantMediators.com).

### The Purpose of This Book and Who Should Learn From It

This book arose from the questions and challenges I encountered while helping dozens of modern mediators transition their practices online. While many excellent resources exist for traditional mediation and general online business practices, few address the specific intersection of traditional mediation skills and modern digital tools. This guide aims to bridge that gap, providing a comprehensive roadmap for building or enhancing your online mediation practice.