

# HOW TO MEDIATE ONLINE

Procedural Guidelines and Best Practices to  
Help Mediators Succeed in Online Mediations

**Mac-Arthur Pierre-Louis & Natalia Ołowska-Czajka**  
Co-Founders of [InstantMediations.com](https://InstantMediations.com)



**Foreword by Dr. Barbara Manouso**  
of Manouso Mediation and Arbitration, LLC

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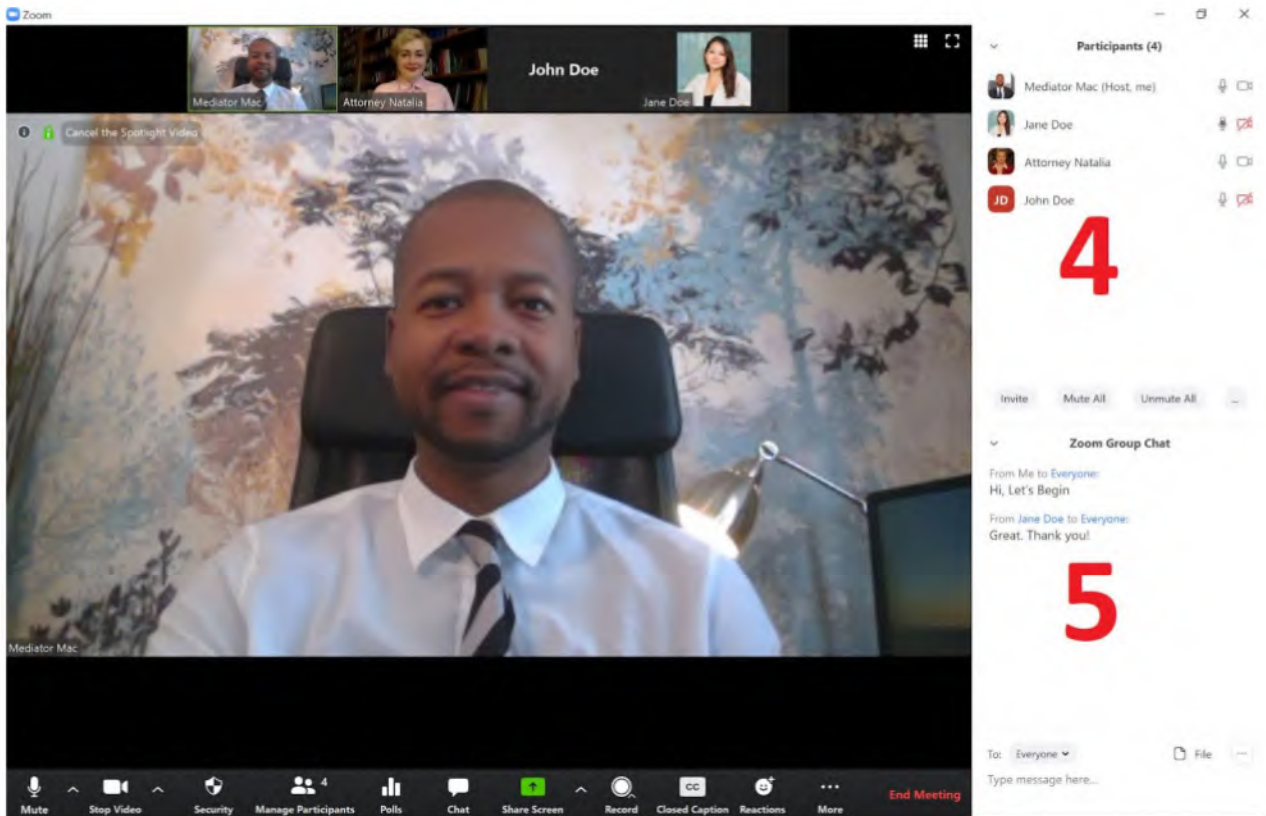
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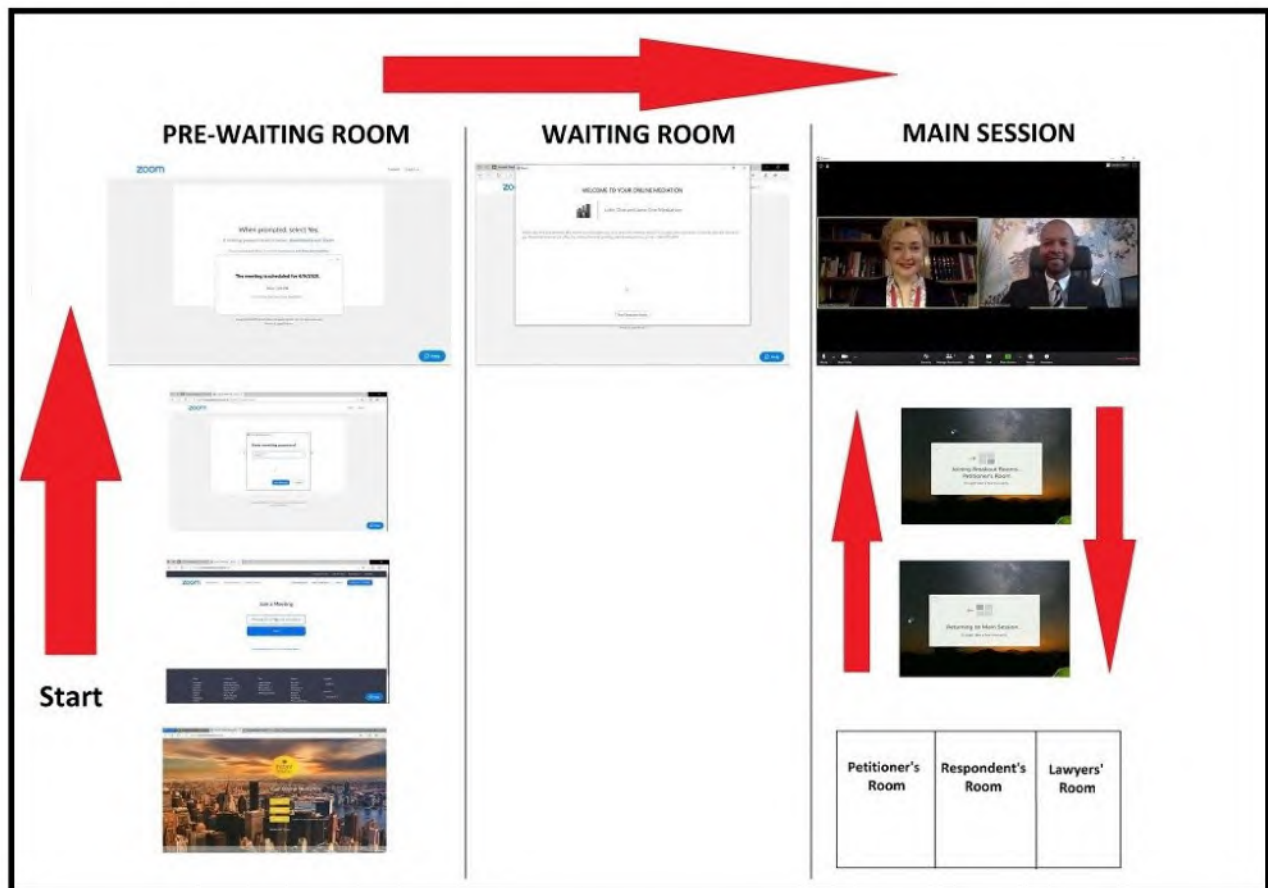
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## Imagining the Mediation Space

After creating your online mediation through Zoom and sending out a confirmation letter to the parties that contains their Meeting ID and password, it is crucial that you understand the virtual mediation space that you and the parties will occupy.

The following diagram provides one way to imagine the mediation space. While the physical walls of an office building or conference room may be gone, the virtual mediation is filled with digitally created “rooms” that participants can move through to participate in their mediation. Because virtual online mediation is in a logic-based digital format dependent on predictable processes, it is important to conceptualize “rooms” as sitting in different phases. From entering the mediation, to participating in the main session virtual conference room, to moving in and out of Breakout Caucus Rooms, the virtual online mediation world accounts for all the physical spaces you know in a traditional physical mediation space, and it is all rent free to the mediator!



The virtual mediation space consists of 3 rooms, a Pre-Waiting Room, a Waiting Room, and a Mediation Room, also called the Main Session. The Pre-Waiting Room is the phase where the parties input their identification information and possibly reach a screen informing them of the mediation’s start time and date. The Waiting Room Phase

## Final Words

Thank you for going through this journey with us. Do not forget to see the sample downloadable documents on [InstantMediations.com/ebook/downloads](http://InstantMediations.com/ebook/downloads) or continue your education by subscribing to the InstantMediations YouTube Channel. You can even join the online forum for online mediators at [Community.InstantMediations.com](http://Community.InstantMediations.com) to connect with other mediators developing their online mediation skills. If you know any Spanish-speaking mediators interested in online mediations, please have them visit [mediacionesinstantaneas.com](http://mediacionesinstantaneas.com).

If you enjoyed this book, please let us know. We plan to write much more. And consider joining us as a featured mediator on [InstantMediations.com](http://InstantMediations.com). We would love to have you. Find out more at [InstantMediations.com/ForMediators](http://InstantMediations.com/ForMediators).

## “The Age of Online Mediations Is Upon Us...”

We announced those words in Paris February 2020 while standing in front of the Eiffel Tower recording our latest *how-to* YouTube video on international mediations. By March 2020, the destructive COVID-19 had seared the global consciousness as it roared into new continents, causing mediators everywhere to consider new approaches to helping stranded parties settle disputes. With lockdowns and travel bans in effect, the time was finally ripe for mediators around the world to take another look at the burgeoning practice of online dispute resolution and uncover new tools for helping settle matters remotely.

### In this book, you will discover:

- ✓ Theories and practice on successfully handling online dispute resolution.
- ✓ Methods to help you successfully run online mediations from start to finish.
- ✓ Step-by-step explanations with screenshot graphics to help you learn Zoom.
- ✓ Best practices and tips on how to schedule, join, and invite to online mediation.
- ✓ Ethics and security protocols to consider and address before mediating online.
- ✓ Free sample documents and templates to quickly get you mediating online.

### About the authors:

Mac-Arthur Pierre-Louis and Natalia Olowska-Czajka, respectively based in Houston, Texas and Warsaw, Poland, are attorneys and mediators who have learned the power of using internet tools at their international law firm Olowska & Pierre, Inc. ([oplawyers.org](http://oplawyers.org)) to address legal challenges. With distance being a thing of the past in their everyday work, they turned their skillset to developing [InstantMediations.com](http://InstantMediations.com) and helping mediators everywhere succeed in online mediations.

