

Ways of Working Together in Online Facilitation/Mediation

a) Confidentiality

Along with agreeing only to share 'non-attributable wisdom' beyond the meeting, this clause also includes not making any electronic recordings and ensuring that parties are in a room that is secure with no one present who is not part of the mediation, and where they will not be interrupted.

b) One Voice at a Time

It is important that when one person is talking, all others are listening. This also means 'stilling' the voice in our heads. Online forums can sometimes helpfully moderate this kind of deep listening – people tend to speak in paragraphs!

c) Listening to Understand

The aim of our work is to listen in order to understand one another. This does not necessarily mean agreeing with all that is being said. The Practitioners will create time and space for checking in, summarising, reframing, paraphrasing and finding good questions to help all understand one another.

d) Voluntary Process

Mediation processes are voluntary - parties are free to leave. If for any reason you need to leave, it is helpful to let the Practitioners know a) if you are leaving for a break and will be back or b) if you are leaving and don't intend to come back. You may request to talk with one of our Practitioners in one of the 'break out rooms' if you need a supported break.

e) Use of electronics

As with in person mediation, it's helpful if everyone turns devices off or to silent (other than those being used for the mediation). It can be helpful to keep phones charged up and available in case for any reason the meeting drops out of internet range and phone calls or texts are needed to reconnect.

f) Managing Breaks

Online meetings can be quite intense. Practitioners will ensure breaks are scheduled regularly. Please let the Practitioners know if you need a break by raising your hand. Breaks can also be useful to capture written reflections.