

## **NO RISK MEDIATION**

### **Video conferencing with private rooms, confidential messaging and more.**

Under the current Covid 19 conditions, it is understandable if one or more mediation participants are reluctant to meet in the same room. One response is to postpone mediation, but for how long, and with what economic and other consequences?

Until now, video mediation has usually been regarded as inferior, but thankfully the on-line facilities now available narrow the gap and whilst the pandemic persists provide a safe and confidential environment in which to mediate. Key points include:

- Private rooms accommodating lawyers, clients and experts as required, each located at their own home or workplace.
- Confidential messaging.
- Opportunity to invite the mediator into a private room at any point.
- Joint sessions available whenever required.
- Ability to share documents on screen.
- Unlimited rooms for multi-party disputes.
- Participants can log in using pc, laptop, tablet or even a phone.
- No software cost to the parties.
- No venue charge or travel costs or time: convenient for all including those in self-isolation.
- Advance familiarisation session with lawyers is always available.

The tried and tested software subscribed to is **Zoom** and you may like to have a look at [www.zoom.us](http://www.zoom.us) . If you sign up (the basic account is absolutely free), joining a mediation is one click away.

If you have any queries, please do email or call me. Stay safe.

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## PATRICK WALKER VIDEO MEDIATION FEEDBACK 25/3/20

“Patrick is a superb mediator with all the right skills and traits to get the best outcome for all involved. Yesterday was my first experience of a mediation conducted by video conferencing. I was unsure if it would be as effective as a face to face version. I was very pleasantly surprised. The technology works very well, and Patrick has the necessary expertise with it. After a few hours I had almost forgotten that it was a video experience as we began to focus on the issues and negotiation just as you would in a traditional mediation. As the Head of a Property Litigation Team I have whole heartedly recommended video mediating to my team during the current virus restrictions. It really can work. Indeed this could be the start of video mediating by choice! 5/5”

“Patrick ensured everyone was at ease and kept informed as much as possible. His knowledge of the online mediation rooms was exceptional, with only a few minor hiccups throughout the day. The online nature of the mediation in no way hindered a deal being reached, and may in some situations helped matters as meetings could be held quickly and documents edited in real time. Patrick was able to drop into rooms quickly and the call feature really helped. 5/5”

“I was nervous about how the mediation process would work via Zoom, particularly with the claimant and two defendants in separate rooms in case we would either lose connection or be put in the wrong ‘place’ at the wrong time. However, it proved very successful. We have reached a settlement in a relatively timely matter and were able to share documents easily amongst our colleagues and the other parties using the screen sharing facility. 5/5”

“We were pleasantly surprised by the video mediation process, and assured that we can work differently and still reach the outcomes we strive for - I would definitely recommend.”