



# Six important tips to help you successfully mediate online

Start Mediation are not only pioneers in online mediation, we've taught many others across Europe how to mediate over the internet. So we've prepared this short guide to share the top tips from our considerable experience. We trust this will help people with problems and those who are in dispute get the best results possible from their own online mediation.

## 6. Equipment

The good news about modern technology is that nearly all internet-ready devices on sale today can be used to conduct a successful mediation online; from PCs and Macs, to tablets and smartphones. As long as your hardware has access to a webcam or a video camera, it's more than likely up to the task.

If you're using older equipment, you may well find your legacy machine is fine, too. But clearly, the younger it is, the more likely it is to have a faster processor (its brain-power), and the less likely you are to have issues with the quality of your video call.

As a rule, the bigger the screen, the better your experience is likely to be. It will make seeing the others taking part and viewing documents so much easier.

## 5. Internet

As important as the quality of your hardware is, so is the speed of your internet connection. A reliable broadband connection of at least 2Mbps will give you the best experience. If you haven't got access to broadband, 4G and 3G networks should also be fine. Just be careful that you don't use up your data allowance on the call, as video calls consume a lot of data fast.

**Start Mediation's online service is perfect for anyone who has a problem making mediation in person work for them...**

If you're using a desktop machine, whether it's a PC or a Mac, using an ethernet cable instead of wi-fi will give you the best call quality of all. Just remember to close down all other software that uses the internet on your device to maximise the bandwidth available for your call. But don't worry. If for any reason you have issues with video quality and you're on a call with Start Mediation, we'll simply reschedule.

**start**

*family, elder & civil mediation*

## 4. Software

We've been conducting online mediations since 2012. In our experience, there are three video conferencing platforms that are by far and away the most suitable, and we have little hesitation recommending them:

- **FaceTime:** if your device uses Apple's macOS or iOS operating systems, FaceTime is a robust, reliable – and free – platform you can use.
- **Skype:** is easy-to-use software and is also free to download onto your device - you will need to set up an account to use it.
- **Zoom:** is video conferencing software that you won't need to create an account for, though you will need to download a small file or app to your device. It works through an internet browser, and all you need to do to join the video meeting is click on a link which we will send to you..

**Start Mediation lets you mediate online – in the same way you bank or shop online...**

## 3. Environment

Ideally you'll have your device's camera at around eye level. And please ensure you're not holding it freehand. Feeling physically comfortable during the call is paramount, so having your arm outstretched for an hour or two will not be an option. Besides, you'll probably want your hands free to make notes. Which means you might want to sit at a table with a notepad and pen, too.

Ensure your space is well lit so that you can be seen clearly. Avoid sitting with a strong light source behind you, like a window. It's important that all the participants involved

are able to see your facial expressions. This can help them measure the tone of what it is you're saying or feeling. Also, think about the space you choose and how protected it will be from possible interruptions, such as by a postal or courier delivery, or the sound of a washing machine spinning, or a neighbour's lawn mower!

## 2. Privacy

Mediation is a confidential process. So pick a location to take your call where you won't be overheard or interrupted. You may be tense enough without worrying about someone inadvertently intruding on your privacy.

We recommend that you make arrangements for any children in your care as they cannot be present during the confidential meetings. We also recommend that you possibly keep pets out of the room you're in to avoid being distracted. We say possibly because the presence of pets can help some to relax.

## 1. Mediator

Choose a mediator who is accredited (with the Family Mediation Council or Civil Mediation Council) and who has expertise conducting mediation online. They'll be able to prepare you with what to expect. That way you'll be forearmed with some idea of what the experience might be like for you. They'll also have the special skills that are needed to help make working online a positive experience for all those involved.

Start Mediation's mediators are accredited and bring experience and sensitivity to all our online mediations. We make sure that everyone has a chance to say their piece and feel listened to. So if you'd like us to conduct an online mediation for your problem or dispute, use the contact details below.

Personal or professional disputes are never easy things to navigate. So use Start Mediation to help draw yours to a conclusion as quickly as possible.

To start your mediation quickly and easily  
**Call 01473 487 427 or [click here to fill in our online form](#)**