

PARTICIPANT INSTRUCTIONS

HOW TO JOIN A MEDIATION PRACTICE SESSION

1. You will be sent an e-mail with session details including a URL link.
2. As a participant you will have to wait for the coach to join before you are able to do so. However, please try to sign on approximately 5 minutes prior to the start of the session.

CONTROLS AND SETTINGS



Mute/Unmute Microphone

- Adjust microphone to ensure proper volume or proximity to mouth if using a head set.
- Allow longer pauses, or places for silence as the video can have an audio delay.
- Although your microphone may be muted 'in session', participants can still access your video feed, so be aware of any reactions or facial expressions you express.

Turn Camera On/Off

- Adjust camera to obtain proper tilt of computer screen for video call. Select a neutral background to sit in front of so as to minimize visual distraction for participants.
- Click the icon in the top right-hand corner to view screen layout options:
 - a. **Full-screen:** The most preferable for the Role-players – the screen will automatically switch to show the person who is speaking.
 - b. **Gallery:** This is the preferred view for the Skilled Mediator – you are able to view all participants in the same window.
 - c. **Mini and Window:** not recommended for use in these sessions.

Invite Participants

- Use only if someone has been accidentally booted out of the session and you would like to invite them back in.

View Participants List

- Re-name yourself in the participant menu with your actual name and your role-play name in brackets if you are a role-player, like this: *Tammy (Joe)*, or your actual name only if you are the skilled mediator.

Share Screen

- Not recommended for use during these sessions.

Chat

- At the beginning of the session, participants will decide with the coach how this will be used. This function can be used by the coach to send private messages to all participants, asking role-players to up the emotional level or to give real-time guidance to the skilled mediator.

Record

- By registering in a Mediation Skills Practice session you agree to the recording of the session for ADRIA office administration purposes.

Leave Meeting

- Click here at the end of the scheduled time slot to leave the session.

MEDIATOR CHECKLIST

1. Ensure audio and video settings are functional for all participants. Have each person speak in turn to verify audio quality. Allow longer pauses, or places for silence as the video can have an audio delay.
2. Adjust video view: Suggest Fullscreen view for participants and select Gallery view for yourself.
3. Send a private message to the coach to test chat.

STAGE 1 - SUGGESTIONS FOR ONLINE MEDIATION

CHAT BOX:

Explain chat box. Messages can be sent to the whole group or to a particular participant. This is where you can write the agenda or list the interests after goal statement is made. Send to all in a group message. In general, group messages can serve the same function as a flip chart would.

CONVERSATION GUIDELINES:

Discuss how to respond to failing audio or voice lag. How to let the person know that you cannot hear them without them being interrupted or being 'cut off'. Perhaps raise a hand to your ear to show this. Guidelines can then be written and sent as a group message.

NOTE:

The format of the practice session is NOT appropriate for real mediations. The focus of the practice session is to improve your mediation skills, not to teach you how to conduct a real online mediation.