



ci2mediation – mediation & conflict resolution specialists, UK info@ci2mediation.com
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Bio: Jacqueline Williams **@ci2mediation** is an accredited* Mediator & Conflict Resolution Coach who works with HR Associates across the UK to support individuals and organisations resolve conflict. **ci2mediation** specialises in workplace, employment, civil, private, public and voluntary sector disputes. Jacqueline is also a **@BritishRedCross** mediator and has supported the national charity in the set up and roll out of their innovative work place mediation and conflict resolution programme across the UK. She recently completed her Masters in Mediation & Conflict Resolution. Jacqueline held senior leadership roles in a 20 year career for large public sector bodies including BBC, NHS, and large and small charities specialising in learning and development change management. Please call or email to chat about how we can help you or your organisation try mediation using on line platforms at the current time. Don't let disputes continue to fester or escalate! We can help you through safe, affordable and effective use of on line mediation. (Scottish Mediation & College of Mediators)

A guide for participants new to Mediation & to Zoom

Remote Mediation Basics

Mediating online

There are a number of ways that we can continue to mediate remotely. ci2mediation have been using Zoom recently and would recommend this as being the best alternative to a face-to-face mediation. ci2mediation have our own account and we can invite clients to access to Zoom <https://zoom.us/> very easily. It is also possible to mediate by phone, Facetime, Skype or a mix of these methods. It is important for us that you feel comfortable with the communication methods being used and we will contact you before any mediation to discuss and test the process. Mediation on Zoom is confidential and follows the same process as face to face mediation and can be done safely from the comfort of your own home.

Zoom

Zoom allows us to run mediations online by video and telephone with any number of parties by the use of joint meetings and what are called 'Breakout Rooms'. We can also use a white board and successfully and confidentially share documents with client permission. Set out below is some useful information on how to use Zoom and also to set up a Zoom account.

What do I need to use Zoom?

You first need to download the latest version of Zoom this can be found on the app store. Learn more about downloading Zoom. **After downloading Zoom**, learn how to use the Zoom Desktop Client there is a helpful and short tutorial.

Do I need a Zoom account?

No you don't need a Zoom account. ci2mediation will send you a link which you will click on when it is time to join the meeting. It is basically an invite to join the meeting. All you need to do is accept. You can use your phone, ipad, tablet or laptop to take part.

How do I join a Zoom meeting?

You can join a meeting by clicking the meeting link and entering in the meeting ID.

How do I join computer/device audio?

On most devices, you can join computer/device audio by clicking Join Audio, Join with Computer Audio, or Audio to access the audio settings. **ci2mediation** will contact you beforehand to ensure a practice run to set up Zoom.

It's as easy as that!