

RESOURCEFUL INTERNET SOLUTIONS, INC.
ONLINE SERVICES FOR ADR PROFESSIONALS & PROGRAMS SINCE 1996

**Welcome to Mediate.com's
25th Anniversary Conference!**



Our Changing Expectations: We Were Once This



Now We Are This. For How Long?



My Read: Nearly Everything Has Changed

- **Covid-19 has Created a Mass “Zoom” Training Event – For End Users & Professionals**
- **Elevated Appreciation for the Internet! What Amazing Tools We Have!**
- **Mediation is Now Online Mediation - ADR Is Now ODR – ODR is Wonderfully “Green”**
- **Mediation Training is Now Generally Online Mediation Training**
- **The Knowledge & Skills to be Most Effective Online Are Additional & Evolving**
- **Ethical Standards Need to be Extended to Embrace Online Mediation**
- **Even Better Tools are on the Horizon – for End Users, Professionals & Programs**
- **Online Mediation is a Truly Global Phenomenon**
- **This is Mediation’s Biggest Opportunity To Improve the Planet Ever, By Far, x 100**
- **Mediated Communications & Optimized Solutions May Be Humankind’s Best Chance**

Special Thanks to Michael Leathes & Manon Schonewille for the 7 Keys Project!



Seven Keys to Unlock Mediation's Golden Age - Table of Contents

by [Mediate.com](https://www.mediate.com)

August 2020

Seven Keys - Table of Contents

Mediate.com is proud to publish the "Seven Keys to Unlock Mediation's Golden Age" and to offer this convenient Table of Contents for accessing all 25 original "Keys" articles and accompanying videos. Special thanks to Michael Leathes, Manon Schonewille and Clare Fowler for leading this important project! - #7KeysMediate



www.mediate.com/Mediation2020/7Keys

Additional Special Thanks to Robert D. Benjamin For Over 100 Interviews with Leading Mediators



Top 101 Videos

These Top 101 videos have been selected by Mediate.com's editorial staff as representative of innovative thinking from leaders in the field of mediation, and of Mediate.com's development, over 25 years.

Concerns and Optimism for Future

Frank Sander

Frank Sander reflects on his concerns within the field, which include the tension of quality vs. quantity of the practice, the lack of studies of cost effectiveness, disappointments with the court system fees, and the difficulty of getting more young people/apprentices into the field. However, he's optimistic about the future of mediation.



Value-Based Mediation

Carrie J. Menkel-Meadow

Carrie Menkel-Meadow talks about her early experiences with Gary Friedman and their efforts to bring humanistic psychology to law. The value-based mediation process still informs her practice.



Concerns: Credentialing and Bridging Gaps between Mediators of Color with Other Mediators

Homer LaRue

Homer LaRue discusses his concerns of mediators not getting into the field because of the credentialing process, specifically persons of color not getting into the field, and bridging the gap between mediators of color and the "high-volume, high-quality case users".



Hopes for Future of Mediation

Margaret Shaw

Margaret Shaw talks about what she hopes to see in the future for mediation: that mediation in schools will make a difference; certification regulations will form slowly, so as not to lose the flexibility of the field; that there will be an increased emphasis on collaboration in society.



www.mediate.com/Mediation2020/TopVideos

A Quick Look Back –The Past Informs the Future



Mediate Roots 1988 – IGC, ConflictNet & John Helie



Mediate Co-Founders John Helie & Jim Melamed



John Helie: Visionary for the Field of Mediation



Mediate.com Team – 2010 ABA Award Ceremony



Mediation Long Tied To Technology



Incremental & Accelerating Digitization of Communication Technologies



Incremental & Accelerating Digitization II

Back “In the Day”

- Typewriter
- Yellow Pages
- Brochure
- Office
- Snail mail intro pack
- Hard copy forms
- Snail mail drafts
- 4-8 hrs? Bi-weekly?
- Landline
- Predictable structure
- Atty Draft & Review

Now

Word Processor & Desktop Publishing

Google, search engines, online directories

Website – links to the world

Now our website plus our “Zoom” background

Auto send email with links, incl. video

Online forms, scheduling & payment

Secure email, attachments, track changes, PDF

Meet for as long and frequently as helpful

Personal “phone” (computer) in pocket

“Choreography of communication”

Track Changes & DocuSign

Communicational Modalities Compliment One Another



Real Time Audio/Video + Asynchronous Text

An Online Mediation Marriage Made in Digital Heaven



“Mediation is now a choreography of communication”



2020

Mobility is Now Key

3 Stakeholding Groups

- **End Users**
- **Mediators**
- **Administrators**



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A Barely-Aged Mediate.com Team - 2020



So, Let's Get Going and Optimize Our Next 25 Years!

