



**Avoiding Remote Mediation Mishaps
Top Tips for Participants
Ready, Set, Action!**

Ready/Set (your environment)

- Connect your earphones, ear buds or your computer's microphone.
- Test that your camera and microphone are working prior to the session.
- Position your camera at eye level and decide whether you will choose speaker or gallery view once you are admitted to the mediation session.
- Pick a quiet and comfortable place with private stable Wi-Fi where you will not be disturbed by co-workers, family members, delivery persons or pets. If you expect to be unavoidably disrupted, alert the mediator ahead of time.
- Limit people in the room to those actually participating in the mediation. If it is necessary for someone else to be in the room with you in order for you to participate (caregiver, interpreter, etc.), please notify your mediator. Reasonable accommodations will be provided.
- Choose your background. Check the lighting in your space and whether there are objects in view that you wish to keep private and may wish to move. If you are going to use a virtual background (no cat filters please!), test it in advance to be sure it is not distracting to others and allows others to see you fully.
- Turn off distractions like TVs, radios, texts, phones, email notifications.

Action

- Enter the mediation session with your camera on.
- To stay engaged and respectful:
 1. Remain in view at all times and keep your camera on.
 2. Mute your microphone unless you are speaking.
 3. Wait until others are done before speaking.
 4. Save snacks, drinks, cigarettes and stretches for break times.
 5. Plan so that you can be present for the entire session.
 6. Alert the mediator if you need to step away or take a break by physically raising your hand, typing in the chat or clicking the "raise hand" button (refrain from using other emojis).
 7. Limit chat use to logistical or technical issues.
 8. Honor confidentiality. Recording is prohibited by any means (cell phone, screen shots, etc.). Do not communicate with others outside the mediation.
 9. Ask your mediator for help if you are having technical problems or other difficulties participating.
 10. Know how to reach the mediator if you lose your connection and cannot get back into the mediation.