

Virtual ADR. Real Results.



Tips and Techniques for a Successful Videoconference

JAMS neutrals have long used videoconferencing to mediate and arbitrate disputes of all kinds. Virtual ADR allows JAMS to bring counsel, clients, experts and witnesses from across the globe together to resolve complex, multiparty matters and keep business on track. These tips focus on best practices in remote dispute resolution.

Avoid technical glitches and delays. A reliable, hard-wired (as opposed to wireless) connection to high-speed internet provides the best video and audio quality.

Optimize camera angles and lighting. Position your laptop camera or webcam at eye level and sit far enough back so that your head, shoulders and hand gestures are visible. Place multiple light sources in the room and avoid having bright lights or a window behind you.

Minimize distractions. If you are working from home, choose a room that will afford you privacy and a lack of interruptions and background noise.

Set the stage. A glimpse into your work environment can reveal shared interests that enhance empathy and cooperation. Create a personal yet professional setting at your home or office or use a virtual background.

Get comfortable. Make sure you have beverages, a notepad and other essentials nearby so you don't have to leave the room.

Exchange contact information. It's important to make sure that the neutral and all parties are able to communicate with each other via email, cell phone and/or text.

Schedule a pre-hearing test run with a JAMS moderator. We provide tech support before and during your session. Familiarizing all parties with the process in advance can help build confidence and rapport.

Manage expectations. Begin the session by addressing how virtual communication may differ from in-person interactions. For instance, looking at the camera creates the illusion of eye contact, but you miss others' facial expressions. Taking notes or looking at other participants can be mistaken for a lack of attention.

To schedule a virtual, in-person or hybrid mediation or arbitration, visit jamsadr.com/online.

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