



PRACTICAL GUIDE TO MEDIATION BY TELEPHONE CONFERENCE

INTRODUCTION

Mediation by conference call is simple from the participants point of view as Kidatu operators perform all of the mechanical functions. However, a basic understanding of the telephone being used, and the conference call commands and functions, will assist the participant's involvement in the process.

THE TELEPHONE

Telephones come in many shapes and sizes but generally incorporate two very useful features.

1. The mute or privacy button – the mute or privacy button allows the parties gathered physically around the telephone to have a conversation which cannot be heard by the other parties to the call. Generally a light, usually red, illuminates when the mute button is depressed.
2. The handsfree or speaker button – the handsfree or speaker button allows the telephone handset to be replaced on the telephone, and the conversation is transmitted by speaker to the party or parties in the room.

Please take a few moments to familiarise yourself with these buttons on the telephone you will be using prior to the conference call.

If your phone doesn't have a mute, or privacy button, you can mute your line during the conference call by pressing *1 on your telephone keypad. Pressing *1 again will unmute your line, an automated message will be played each time you press on your keypad.

All physical operations during a mediation will be carried out by online operators. The operators are not part of the mediation process and remain outside of the mediation unless, and until, summoned by one of the parties.

The operator can be summoned at any time by pressing *0 on your telephone keypad.

THE MEDIATION

The Kidatu operator will call out to each party in turn and connect them into the conference, participants will hear music whilst waiting. Once all participants are assembled the call will be opened and the mediator will explain the mediation process. There may be some joint conversation between all of the parties.

When the mediator is ready, they will summon the operator by pressing *0.

The mediator will instruct the operator to move parties into separate virtual meeting rooms as required.

- No-one will be placed into a room without the occupant's prior permission
- The operator will request permission for the move to take place
- The operator will announce the presence of a moved party as they are moved

DISCONNECTIONS

If your line disconnects inadvertently, please wait by your phone, the operator will call you back.

If you intend to leave the call intentionally for a protracted length of time, for a comfort break for example, please let the operator know by pressing *0. The operator will inform the mediator as necessary.

MESSAGES

The operators are not part of the mediation process and therefore shouldn't carry messages. If you need to convey a message, simply summon the operator, by pressing *0 on your keypad, and the operator will fetch the mediator to your room for you to relay the message to them personally.

RECORDING

Where appropriate, and only with all parties agreement, parts of the proceedings may be recorded. All parties will hear an automated message as the recording begins and ends.