



2022 Virtual Conferences

Mediation 2022: Where Do We Go from Here?



Empirical Studies of Videoconferencing:
What Might They Tell Mediators?
February 11, 2022

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Empirical Studies of Videoconferencing: What Might They Tell Mediators?

Friday, February 11, 2022

11 AM – 12:15 PM Eastern Time (US)

8 AM Pacific US/Canada | 4 PM London | 6 PM Israel | 7 PM Nairobi |
12 AM (Sat) Hong Kong/Singapore | 2 AM (Sat) Brisbane | 5 AM (Sat) Auckland

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PROGRAM: Post-pandemic, mediators will again have to choose: Will I return to conducting the process in person? If so, in what situations?

Communication theorists and other researchers have been studying the impact of videoconferencing on human communication and the achievement of group tasks since the dawn of this technology. Scholars-in-residence Jim Stark and Doug Frenkel have been canvassing this literature, including studies set in the professions, to see if it might offer any lessons for mediators. For example: When compared to face-to-face interaction, how does video communication impact the development of trust? The ability to persuade? Compliance with agreements? Does it make users more competitive? Less polite? Do men and women experience videoconferencing in the same way? As compared to leaner media such as audio or text, does video invariably aid the negotiation process?

Some of the answers Jim and Doug have found to these and other questions may surprise you. Please join us on February 11, 2022, at 11am EST for this highly interactive, insightful discussion.



IAM Scholars in Residence – Our Speakers



Douglas N. Frenkel, the Morris Shuster Practice Professor of Law at the University of Pennsylvania Law School, was the architect and director of Penn's nationally renowned clinical program for 28 years. In the early 1980s, he chaired a national initiative on conflict resolution teaching and research in law and business schools that spawned many of today's classroom approaches. Frenkel founded and has led Penn's Mediation Clinic for over three decades and serves as a mediator in employment, family, commercial, Hague Convention and higher education matters.

Frenkel is the co-author (with Jim Stark) of *THE PRACTICE OF MEDIATION: A VIDEO-INTEGRATED TEXT*, a book now in its third edition that has been adopted for classroom use at over seventy law schools in the U.S. and other nations and has served as the basis for professional mediator training in several states. His articles on the lessons for mediation of empirical studies of persuasion and on the potential for mediation training/experience to de-bias lawyers' judgment, co-authored with Jim, have won critical acclaim. Together with his co-author, he is currently serving as Scholar-in-Residence for the International Academy of Mediators.



Jim Stark is a nationally recognized expert in mediation and alternative dispute resolution who has been a member of the University of Connecticut School of Law faculty since 1979. A former staff attorney at the American Civil Liberties Union, Professor Stark began his tenure at the school as Director of Civil Clinical Programs, supervising and training students in the litigation of civil rights and disability rights cases. From 1990 to 1993, he served as associate dean for faculty affairs, presiding over a faculty process that produced major revisions in the curriculum, including the creation of the first-year Legal Practice program. In 1994, he founded the Mediation

Clinic, the Law School's first foray into the field of alternative dispute resolution and a program in which (despite his official retirement in 2016) he continues to teach.

A graduate of Cornell University and Columbia Law School, Professor Stark is the co-author (with Doug Frenkel) of *The Practice of Mediation: A Video-Integrated Text (4th ed. forthcoming 2023)*, a top-selling law school dispute resolution text. His scholarly publications also include a *Clinical Law Review* article, *Preliminary Reflections on the Establishment of a Mediation Clinic*, which was selected for inclusion in the first edition of *Clinical Anthology: Readings for Live-Client Clinics*; and *Changing Minds: The Work of Mediators and Empirical Studies of Persuasion*, an article also co-authored with Doug that won the International Institute for Conflict Prevention and Resolution Award as Best Professional Article of 2014 in the field of dispute resolution.

Jim and Doug are delighted to have been invited to join IAM as co-Scholars-in-Residence. This will be their first presentation to the group.