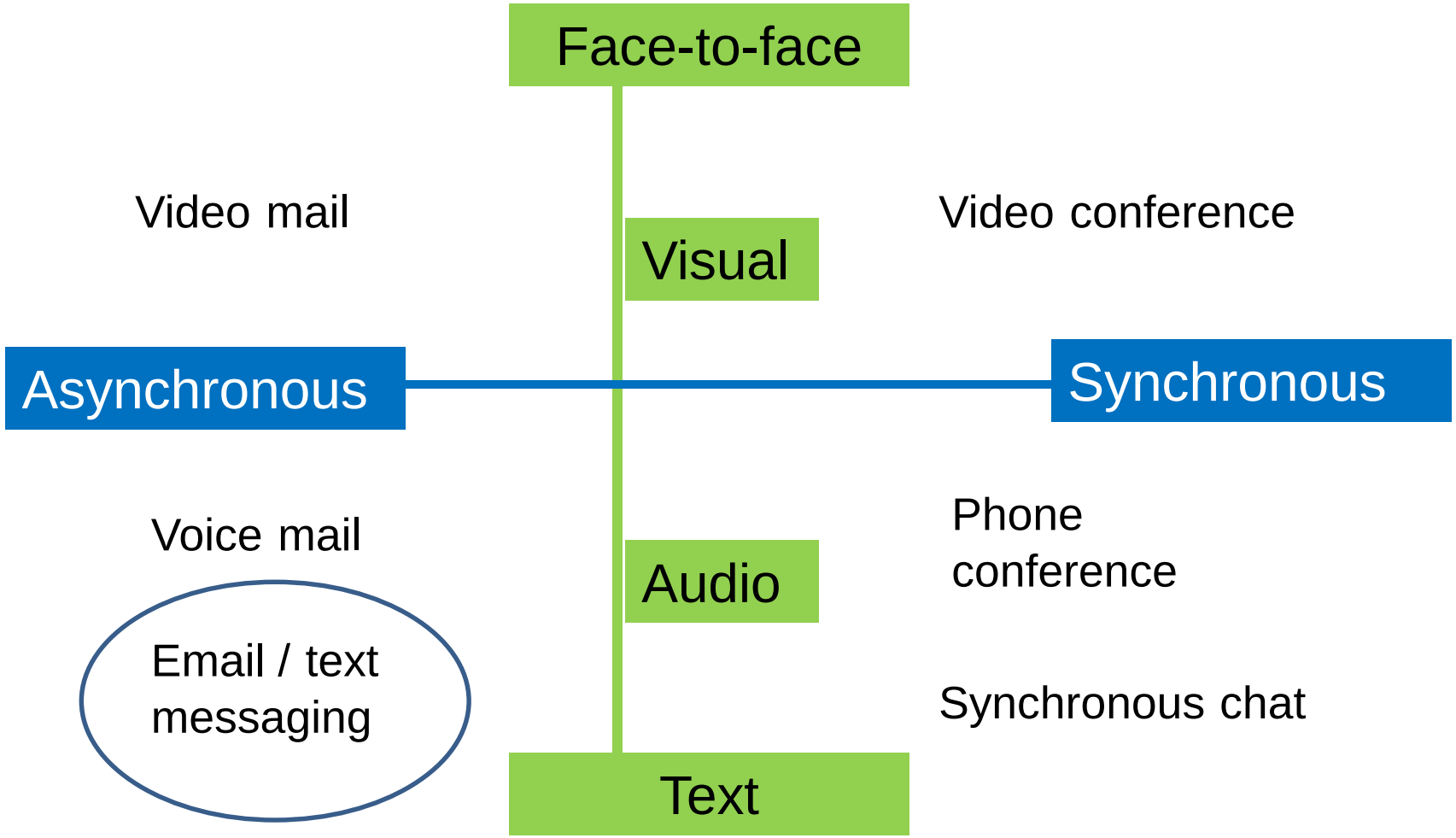
What can we learn from research?

Research

- Many descriptions
- Research: inconsistent or mixed findings:
  - F2F communication
  - no differences between F2F and CMC
  - negative effects of F2F communication
- No distinction between different types of e-mediation

Types


Face-to-face
Video mail
Video conference
Visual
Asynchronous
Synchronous
Voice mail
Phone conference
Audio
Email / text messaging
Synchronous chat
Text

Hybrid

- Online intake:
  - Typewritten messages
  - Human mediator
  - No direct contact between the parties
- Offline conflicts: hierarchical labor conflicts

Online intake

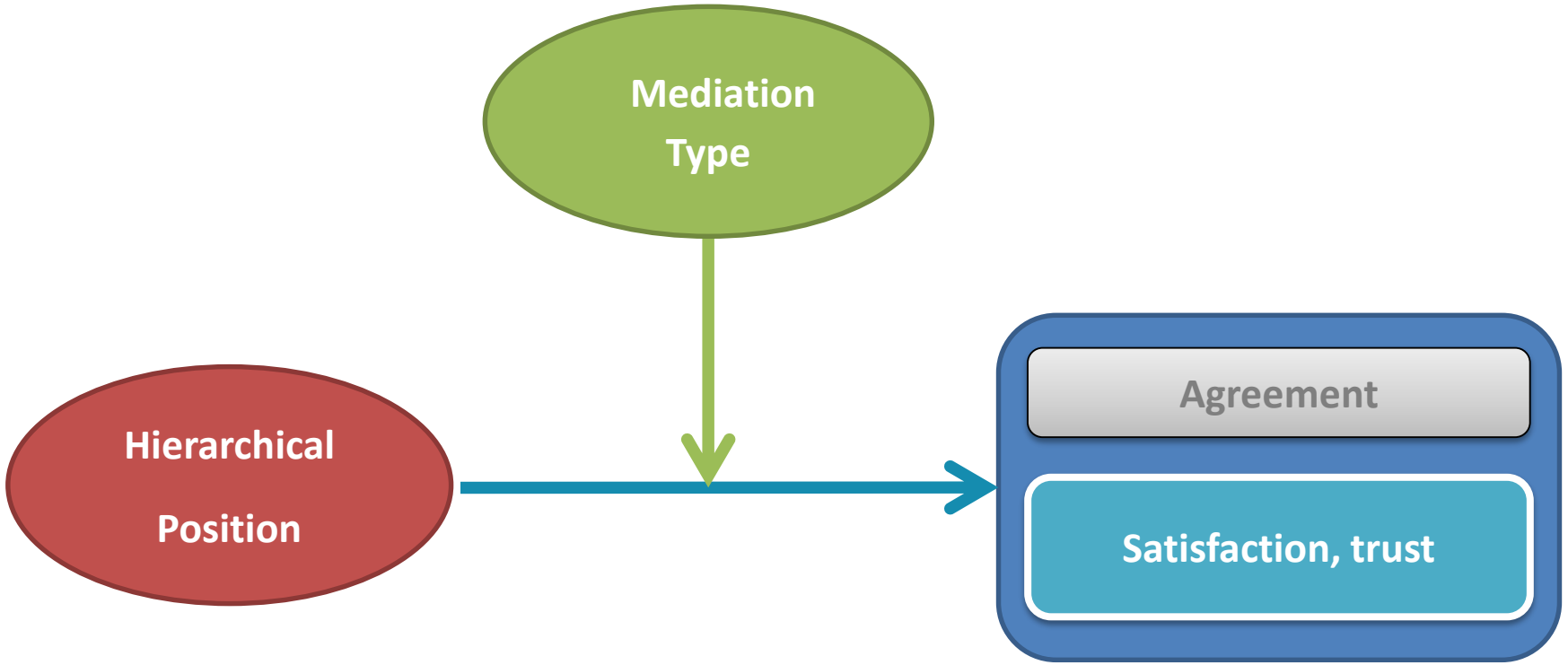
- Previous research in F2F mediations:
  - both supervisors and subordinates feel satisfied with mediation
  - supervisors feel significantly more satisfied
  - The perception of procedural fairness and the experience of recognition on the part of the mediator is esp. crucial for subordinates

Anderson et al., 2003; Keltner et al 2004

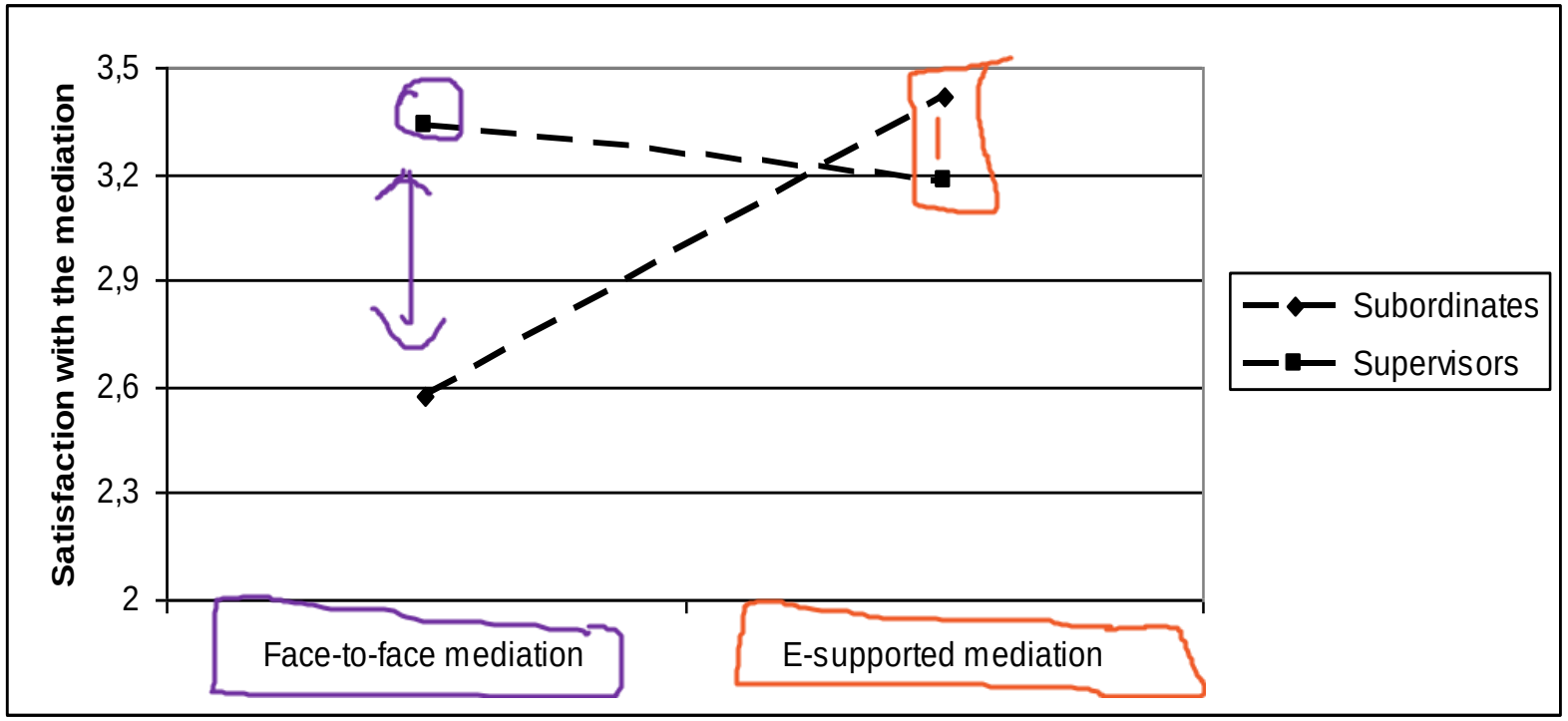
High power – free	Low power – shackles
Confront – approach	Avoid or withdraw - inhibition
Access to resources	Less access to resources

High power	Low power
Express emotions (anger) more easily	Refrain from expressing anger
Experience emotions (anger) less	Epistemic motivation (impact)
Little or no impact	Heavy impact

Hybrid


Mediation Type
Hierarchical Position
Agreement
Satisfaction, trust

Satisfaction

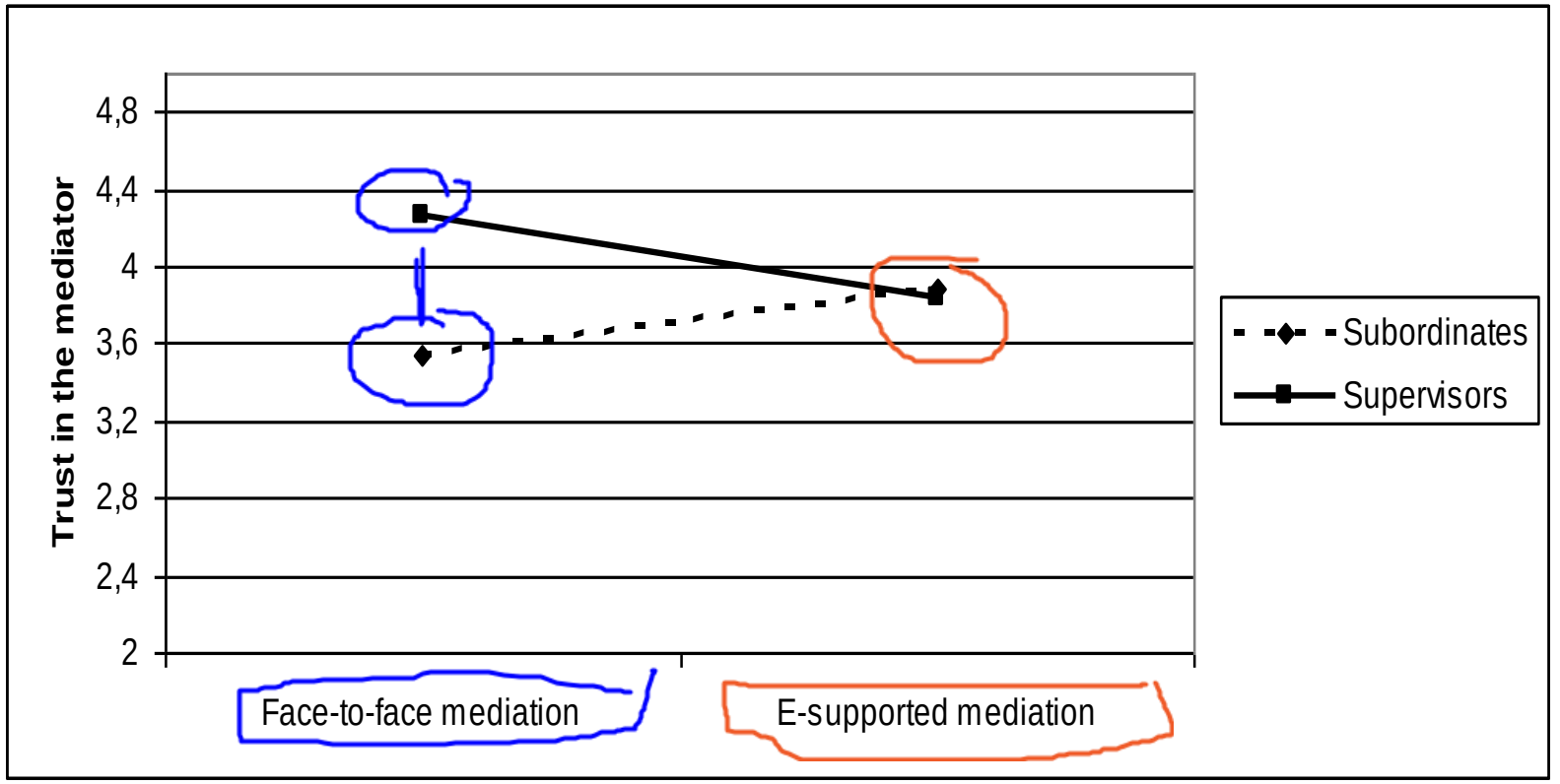


Face-to-face: $F(1,54) = 4,83$, $p < .05$

E-supported: $F(1,52) = 0,88$, $p = ns$

Controlled for gender + age

Trust



Face-to-face: $F(1,54) = 7,98$, $p < .01$

E-supported: $F(1,52) = 0,07$, $p = ns$

Controlled for gender + age

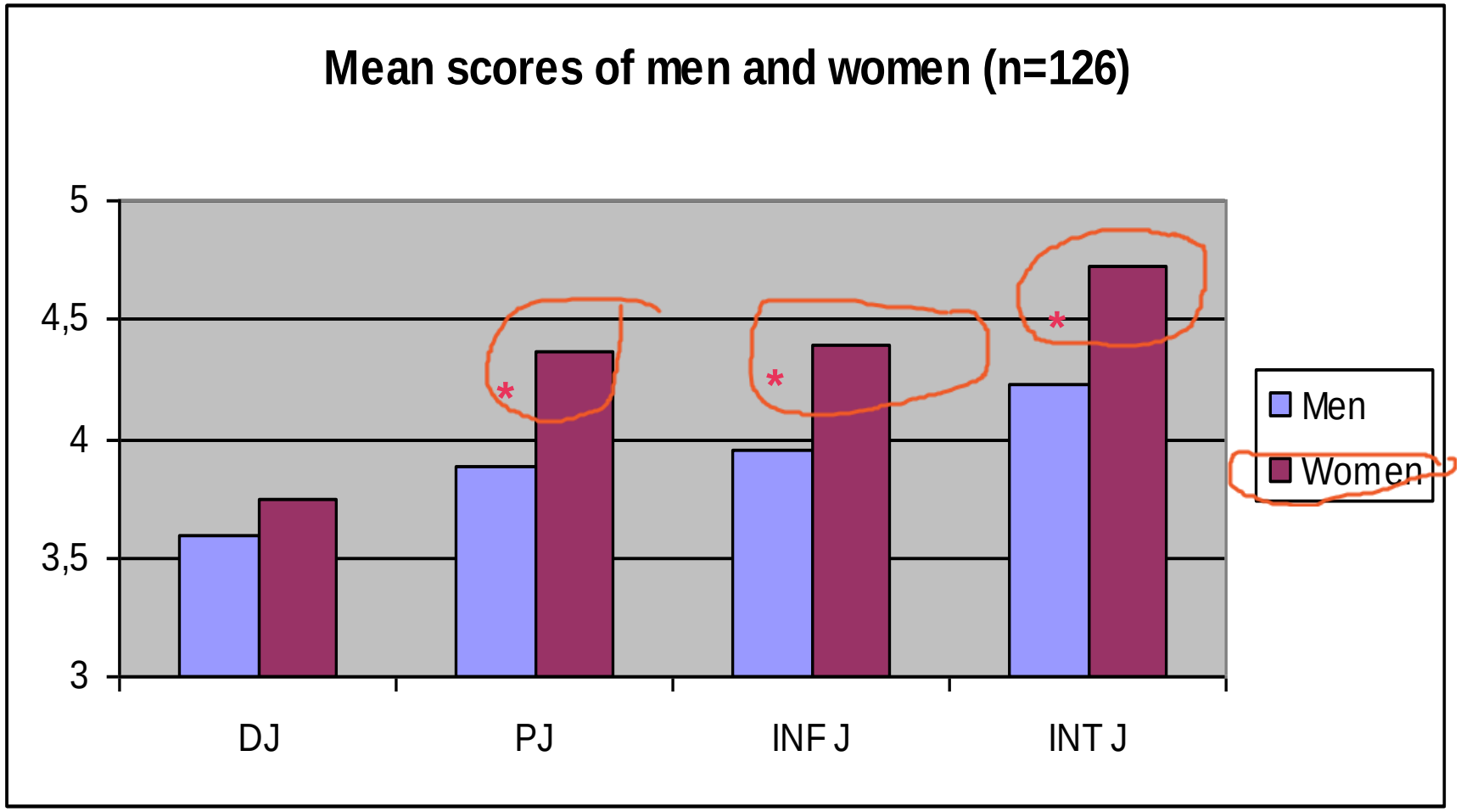
Conclusion

- Online tools: no negative effect on parties' perceptions of the mediation
- It seems that esp. the weaker party in the mediation benefits from the use of online tools
- Online tools may fulfill the needs of the one low in power (recognition, support and control), and hinder the more powerful party to exert influence directly

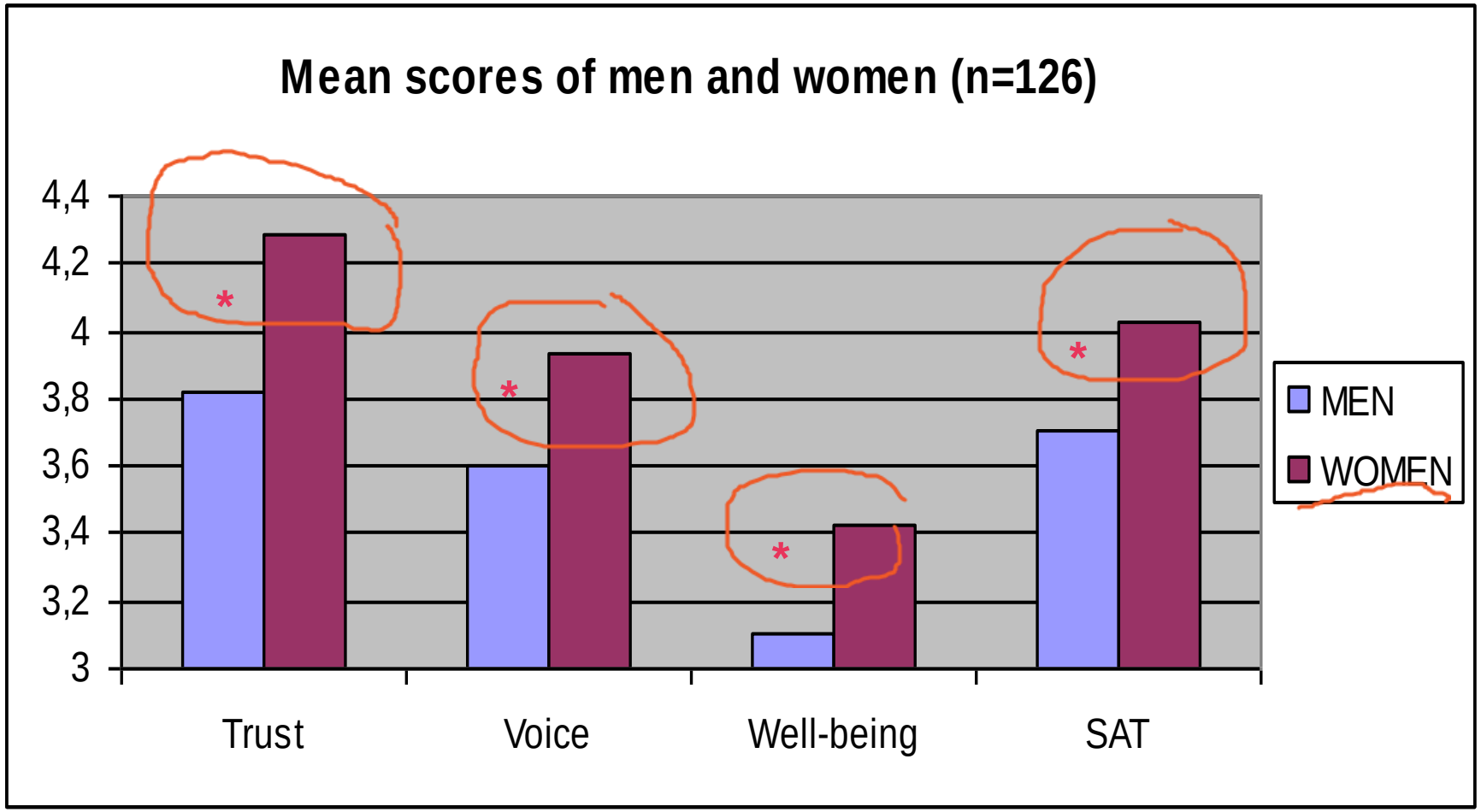
Fully e-supported

- Fully e-supported mediation
  - asynchronous communication
  - Human mediator edits the answers
  - No direct contact between the parties
  - Parenting plan
- 12 trained mediators – 80 couples
- Results: 76 % agreement; 8% partial agreement; 81% considers to use it again

Results


Mean scores of men and women (n=126)
5
4,5
4
3,5
3
DJ
PJ
INF J
INT J
*
*
*
Men
Women

Results


Mean scores of men and women (n=126)
4,4
4,2
4
3,8
3,6
3,4
3,2
3
Trust
Voice
Well-being
SAT
MEN
WOMEN
*
*
*
*

Implications

- The type of communication channels to be used is determined by
  - parties' level of competitiveness (*How do they talk about/to each other?),* level of conflict escalation (*How emotional is the conflict?)*
  - The level to which parties have insight in the situation

Implications

- Asynchronous communication to
  - create cooperative mindset
  - decrease the level of conflict – vent emotions
  - enhance parties' insight in the situation
  - establish trust in the mediator
- In one mediation, different types of communication channels may be used (as parties develop)