



**Association for
Conflict Resolution**
Greater New York Chapter

&



**CUNY
Dispute Resolution
Center**

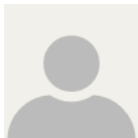


Thursday, May 7, 2020

**BEYOND TECHNOLOGY:
CONFLICT, RESOLUTION AND RESOLVERS ARE CHANGING**

With Noam Ebner

ZOOM MEETING CHAT MESSAGES



- **K. Sweetness Jennings**01:12:29

shalom trusting all is well and we will grow from being together this glorious day.



- **Ellen Ross, Johnstown, NY**01:12:32

Maria, you're muted too



- **Ellen Ross, Johnstown, NY**01:13:13

Now we can start over again!



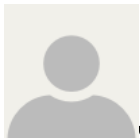
- **Regina Ritcey, New York (NYS Dispute Resolution Association)**01:16:07

per John O'Malley's question: the CDRCs (NYS network of Community Dispute Resolution Centers): online mediation training (Part 146) basic/initial/standard mediation trainings not currently being offered. Please reach out if you'd like to be notified of any trainings: regina@nysdra.org.



- **Niki Borofsky**01:16:36

I encourage everyone to join ACR-GNY:
https://acrny.org/membership_application



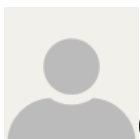
- **Jordi Escartin_Barcelona**01:19:09

thanks to you all!!!



- **Connie Vasquez/NYC**01:20:05

Noam, I live in Inwood!



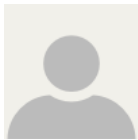
- **Chip Stewart**01:25:47

Thank you, Maria and Noam and all. Hope to see you soon. Regards.



- **K. Sweetness Jennings**01:26:52

please dont let fear direct you; it will take you a place that hinder growth and creativity



- **Niki Borofsky**01:27:18

Please feel free to submit any QUESTIONS you have via the "Chat" function. We will be answering them at the end of the presentation time permitting (there would be too much multitasking to answer on the fly with 231 attendees).



- **Josh Kraus**01:29:22

I think I went through that chart in reverse lol



- **Connie Vasquez/NYC**01:29:35

QUESTION: if a union declines teleconferencing to mediate an employee grievance until "after the pandemic" and such a potentially long, indeterminate delay would prejudice one of the parties, what do you suggest to be able to move forward via teleconferencing?



- **Mark Kleiman**01:30:50

Very much as the stages of grief. Going from dramatic change (like a death) and the process of accepting a new norm



- **Jon Hyman NYC**01:32:31

Are there any studies yet on reading emotions from a head shot on a computer screen? Ekman's studies on facial display of feelings seemed to rely on head shots, not whole bodies in motion and space. Any hints for how to increase our ability to read emotions from a head shot on screen?



- **Nora Femenia**01:32:34

Doing the process several years ago, (kind of 7 years) now I find myself looking at the colleagues and thinking: Welcome to the club! Let's go over fast over the lost aspects, and focus on what is left that we can use to improve lives!



- **K. Sweetness Jennings**01:32:49

humans are design for interaction. I look forward to hugging again



- **Lu - Utica, NY**01:33:57

We have done a few virtual mediations and, yes, you can read emotions with head shots! Quite clearly. We use a mediator and co-mediator to help catch them.



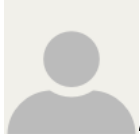
- **Pierre de Ravel d'Esclapon**01:35:12

Lu-Utica interesting observation about using a co-mediator



- **K. Sweetness Jennings**01:35:23

"many years" makes me think? gives an impression of..



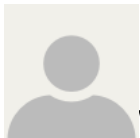
- **Andre Politzer**01:36:06

Interesting that each time I hear or read “again” “going back to” “live our life normally again” I am tempted to react and say that no, we won’t go back to anything we have been used to and that we’re moving fast & furious towards a whole brand new world. We are humans and very limited when it comes to change. We all need to really accept this concept that any aspect of life, including mediation and communication will be happening on different platforms (not only Zoom) and new ways of communicating and managing dynamics. We need to embrace it and try to just put our own expectations on the side and be receptive of what is coming...



- **Felicitas Kort NYC**01:36:54

Hi All and Jordi, Maria Inmaculada, Natalia, I am Felicitas Kort originally from Venezuela now in NYC ! Bienvenidos !



- **Viviane Topp - NYC *UWS**01:37:16

I want to see the speaker!!



- **Lu - Utica, NY**01:37:56

go to your top right and choose either speaker view or gallery view.



- **T. DeWitt Smith, Jr.**01:37:56

Good morning every one, I am T. DeWitt Smith, Jr.



- **Richard Anthony**01:41:12

How do we handle the aspects of cybercrime threats to online mediation ? The so called illicit cyber intrusions.



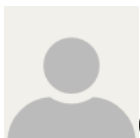
- **Richard Anthony**01:42:30

Richard is a lawyer and CEDR Accredited Mediator from Nigeria. I am open to global opportunities and networking.



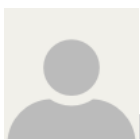
- **bob kaplan**01:43:13

The grief thing is always lurking around the edges of our lives and we become unaware of it and need to be aware of it as it colors all of us in many very foundational ways



- **Chuck Newman, NYC**01:43:40

I find that in-person mediations can go on for 10 or more hours if need be. But in virtual medn, concentration seems to start flagging by about 4 hrs. Is there science to this?



- **Niki Borofsky**01:44:43

Reminder to all attendees: Please feel free to submit any QUESTIONS through the "Chat" function. You can write to everyone, or, if you'd like to ask privately, you can send your question to me (Niki).



- **John O'Malley, Hudson Valley, NY**01:45:34

To be clear, you are asking for the chat to be used EXCLUSIVELY for questions? Not comments?



- **Niki Borofsky**01:46:05

No, no. Feel free to chat openly!



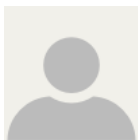
- **John O'Malley, Hudson Valley, NY**01:46:33

Thanks. That's clear.



- **Jillian Post**01:47:55

And there is a graduate of Creighton and a student of Noam's right here in the room today, by the way.



- **William Sparks**01:48:04

I want someone to address the need for neuroscience to address the very serious issue Chuck raises about length of sessions plus beyond, i.e., other deficits, the 'Hollywood Squares' aspects of Zoom, not seeing real life cues, and all the rest as in real life. This is serious.



- **Constance Woodson**01:48:30

Chuck Newman's comment about dispute time reduction virtually is interesting



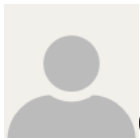
- **Nora Femenia**01:48:32

My question to Noam is: have you found any way of measuring the social impact of the % of mediators/lawyers on the social commons? Are we having an impact? are people learning better ways of managing their conflicts because we keep teaching and mediating? Are those skills we are teaching moving online too?



- **Julia Denny - Princeton, NJ**01:53:16

If someone asks a question and you want also to know the answer, go to Reactions and type in the thumbs up option.



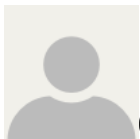
- **Constance Woodson**01:54:02

Thank you, Julia,



- **Karen Levine, Vancouver, BC**01:54:14

you can also go to Participants and use the "raise hand" feature



- **Chuck Newman, NYC**01:54:29

Great Q, Nora.



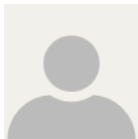
- **Daniel Serviansky (NYC usually, Coral Gables temp.)**01:55:22

Re Negotiation theory, changes after this period: Mnookin's textbook (1990/2000s), Subsequent Editions of Difficult Conversations, Alex Carter (2020)



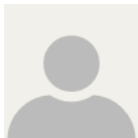
- **Craig Coldstream Boston Treasurer ACR-GNY**01:55:44

I see an opportunity to develop a dedicated ADR app or platform. 1. upload details/participants of ADR case. 2. pre ADR submission process 3. ADR process & virtual negotiation/mediation



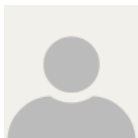
- **Daniel Serviansky (NYC usually, Coral Gables temp.)**01:56:08

(Not exhaustive, of course)



- **Daniel Serviansky (NYC usually, Coral Gables temp.)**01:57:52

See also Negotiator's Desk Reference latest edition, Chris Honeyman & Andrea Kupfer Schneider, Editors



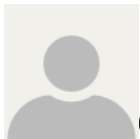
- **Kira Nurieli**01:58:16

Brilliant idea @Craig - the current apps and platforms for ADR online all have some challenges - a dedicated app that specifically supports our needs is a terrific idea!



- **Sethu Nair NYC**01:59:38

@Craig - I met someone at the National ACR conference who was sharing information about his platform that caters technology to different industries. They have their eye on the dispute resolution world. Something to be aware of. <https://www.trokt.com/>



- **Gill Mansfield**02:01:07

@craig check out Modron



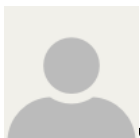
- **Craig Coldstream Boston Treasurer ACR-GNY**02:01:08

Will take a look...could be an option to develop collectively with say ACR, ADR, University & Legal as say the benchmark application.



- **Kira Nurieli**02:01:47

@Sethu & @Gil : thank you. brilliant!



- **Jillian Post**02:02:35

in response to Craig and Kira, I think there is analogy, I'll use "blood letting" to clearly make my point .. someday, there will be a dedicated platform and what we've been doing, especially during the pandemic, will feel as barbaric as blood letting. I hope so anyway.



- **Marilyn Genoa New York**02:02:56

Will chat be saved?



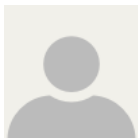
- **Kira Nurieli**02:03:00

@Gill: nothing relevant when Google searching Modron ... pls share web link



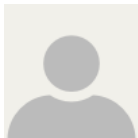
- **Niki Borofsky**02:03:17

There are a number of bespoke ADR virtual platforms. JAMS uses Endispute:
<https://www.jamsadr.com/endispute/>



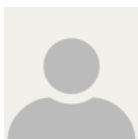
- **Gill Mansfield**02:03:37

Thanks Niki I'll check that out



- **Donna Long Island**02:04:14

Yes, if you can send us the chat that would be great! Good info and resources in the chat.



- **Jillian Post**02:04:23

but nothing mainstream yet. by the way, are you looking for Modria?



- **Kira Nurieli**02:04:35

I don't see video-based options on Trokt.com



- **T. DeWitt Smith, Jr.**02:05:22

We will have an expensive repair bill won't we?



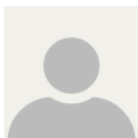
- **Daniel Serviansky (NYC usually, Coral Gables temp.)**02:06:15

Niki, is the JAMS platform available to the market or private?



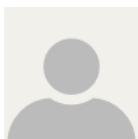
- **Niki Borofsky**02:07:06

There really is a menu of options that is continuing to grow, develop and specialize for dispute resolution. And, the use of multiple and mixed modalities is quite common - Zoom + FaceTime, etc. (See: <https://www.zdnet.com/article/best-video-conferencing-software-and-services-for-business/>)



- **Kira Nurieli**02:07:34

@Niki: looks like Endispute is exclusive to JAMS... @Daniel S: looks like the JAMS system is based on a platform called Courtcall (courtcall.com)



- **Alex Yaroslavsky - NYC**02:07:50

<https://www.zdnet.com/article/best-video-conferencing-software-and-services-for-business/>



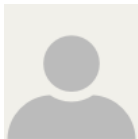
- **Niki Borofsky**02:08:51

Yes - it's a customized platform based on <https://courtcall.com/what-is-courtcall/>



- **Daniel Serviansky (NYC usually, Coral Gables temp.)**02:09:25

Thanks, Niki and Kira!



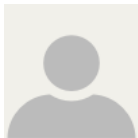
- **Richard Anthony**02:09:25

Behavioural changes, how do we embed good conduct in the workplace to enforce Compliance.



- **Kira Nurieli**02:09:31

seems that it could be helpful if someone puts together a list of online ADR tech platforms??



- **Tom Rothschild,CA**02:09:58

Lots of great info/suggestions here. Hope the Chat as well as slides will be shared with everyone who wants it after the session ends.



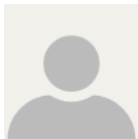
- **Arthur Matthews**02:10:43

Dan Weitz wrote a insightful article on neuroscience....



- **Daniel Serviansky (NYC usually, Coral Gables temp.)**02:11:10

Request to moderators: please consider activating the “save chat function” (we can cut and paste but t is better to have it archived along with other Zoom chats)



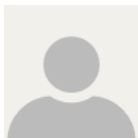
- **Niki Borofsky**02:12:03

Noam's slides and a video of the presentation will be available on the ACR-GNY website. We will also save the chat :) Thanks @Daniels



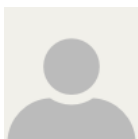
- **Richard Anthony**02:12:11

Great, the host needs to notified on the relevance of webinar slide to attendees



- **Treasa Kenny. Ireland**02:13:04

Neuroplasticity, social plasticity and border plasticity were all topics raised by Ken Cloke with Dr Olga Koleicki, Geneva as part of an IMI/UN webinar last week.



- **Richard Anthony**02:13:24

Could the slides be sent directly to our emails?



- **Tom Rothschild, CA**02:13:53

Will non-ACR-GNY members be able to access/download slides and chats? Please make that possible.--or send to our email per previous chat message.



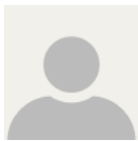
- **Niki Borofsky**02:14:47

The slides, video and chat log will be made available to all attendees.



- **Daniel Serviansky (NYC usually, Coral Gables temp.)**02:15:12

Thank you, Niki. Much appreciated!



- **William Sparks**02:15:41

Please include how to access electronically the webinar on virtual Mediation (Zoom) provided by ABA's Susan



- **JOHN ADAM KERNS JR**02:15:45

A few months ago, I learned that Arnold Palmer would not do business with someone until he had played at least one round of Golf with them because he believed you can not really know that individual until you are able to observe in person their behavior, their temperament, their honesty while you play a round over three to four hours and end the get together at the 19th Green. So, if Negotiations are not just a one off process, that is you are not there to settle a small dispute such as a soft tissue car accident but rather the beginning of an

extended relationship, a commercial marriage of sorts, one needs to feel safe enough to say 'I do' and not immediately have a Divorce lawyer on speed dial! Life has now become a concern at best/a fear at worst that answering the phone, opening an email (Or attachment) or going on Social Media is an invitation to become the victim of a crime. An Insurance Salesman knocked on our door without first making an appointment. Why, because no one answers their phone anymore!



- **William Sparks**02:16:19

Sorry, please include how to access to ABA's Susan



- **Craig Coldstream Boston Treasurer ACR-GNY**02:17:20

@Richard; I am newbie/member to ACR/ADR. My/our work is more business & commercial. We are in the process of taking our content online. We have a focus on Coaching to improve performance. Behavioral is a big part of this...Drive for ResultsFocus on Critical Work BehaviorsProvide Positive Feedback to Reinforce BehaviorWilling to Confront Poor PerformanceHave a System for Noticing What People are DoingSupport & Develop PeopleCreate Purpose by Linking Work & it's Impact on Organization Performance



- **Craig Coldstream Boston Treasurer ACR-GNY**02:18:06

There is huge overlap in the conflict space...



- **Nora Femenia**02:18:28

go back 1 slide, please



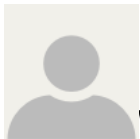
- **Ted Perlmutter, NYC**02:19:15

If you go to ICCM conference, the number of people who speak on tech (besides Noam) is amazingly small.



- **Daniel Serviansky (NYC usually, Coral Gables temp.)**02:19:23

Appreciate the straw man point, Noam, and we agree when including it - much of negotiation theory lags the developments you are discussing with us



- **William Sparks**02:19:29

The ABA set up a one hour thirteen minute webinar on Zoom mediations by Susan Guthrie. She has been conducting virtual Mediations way pre-Covid. This webinar covers the waterfront, all issues. It is superb. Susan is an acknowledged expert nation-wide. I accessed it and made copious notes. Everyone should listen to it.



- **Nora Femenia**02:20:23

I do remember the ODR group at conferences...an odd, persistent group of 4-5 people..aside from everything!



- **Pierre de Ravel d'Esclapon**02:20:30

Zoom fatigue: in response to Chuck.I've seen a number of articles, mostly in computer magazines, if memory serves, concluding that after about 4 hours Zoom fatigue sets in.Apparently, the fatigue is much greater than in person

because of the need to keep the eyes fixed on the screen and also the posture- sitting on a chair without moving.



- **Alex Yaroslavsky - NYC**02:20:32

Elon Musk's company Neuralink is doing amazing work with integrating the brain and the computer: <https://youtu.be/0jOjh6lwp9w>



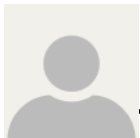
- **Chuck Newman, NYC**02:21:41

It's just possible that McLuhan was wrong in that sentence.



- **Barbara Wilson**02:22:02

Hello from the UK everyone, re Zoom tiredness the BBC here in UK published this, hope it's useful <https://www.bbc.com/worklife/article/20200421-why-zoom-video-chats-are-so-exhausting>



- **Ted Perlmutter, NYC**02:24:52

Whatever happened to don't trust anyone over 30?



- **Heather Adams - Salt Lake City**02:26:54

This has been so thought-provoking and helpful! Thank you! I need to jump off but look forward to the recording and slide deck.



- **Daniel Serviansky (NYC usually, Coral Gables temp.)**02:27:46

To Noam's point on the literature claiming the younger generation is different: (1) the rhetoric on empathy and video games tracks the discourse on comics in the 50s (2) "Millennials" now means "adults 40 and younger" (I say this from Gen X)



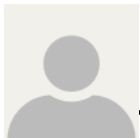
- **Jillian Post**02:29:29

"trust" has oh so many levels. when there is a lot of anything, (money, social capital) involved, we get a bit apprehensive in terms of trust



- **Michele Holmes**02:31:57

Noam this is so thought provoking! thank you! We are in deeper than we imagined.



- **Treasa Kenny. Ireland**02:32:03

Olga Koleicki is doing work on compassion. She also looked at empathy and the brain responses.



- **Rikaye Binda**02:32:56

Will we be able to access the recording of this zoom?



- **Rachel Gupta, NYC**02:33:09

This has been very interesting. Thank you.



- **Bob Kaplan**02:34:03

The shift true has been so quick and so vast and I am not sure we can truly assess the change as its in flux and thsi thing we are going through is a change of depth yet suden laden with mental exaustionand trauma therefore we need to allow a bit of down time in this lifecycle of crisis to fully assess the impact and how it is changing us and how thsi change will permute



- **Bob Kaplan**02:35:33

this have liad a foundation for us to assess what is happening to us and how we both individually and collectivly are impacted and are adapting



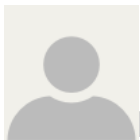
- **K. Sweetness Jennings**02:35:51

inhale the future and exhale the past



- **Michael Starr -- NYC**02:35:55

Can you give an example of an axiom or model that has changed?



- **Marilyn Genoa LI**02:36:10

Both of my daughters, the lawyer and the social worker, keep emphasizing the need for "self care" ---especially now.



- **Niki Borofsky**02:36:13

The Zoom video and slides will be available. We will send an email with links next week.



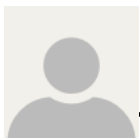
- **April Rando**02:36:50

The digital divide is not just based on different generations' willingness to adopt and use technology. I think more than ever that the digital divide has highlighted the socio-economic disparities in this country. I'm working with clients who are poor, and not tech-savvy. I think the socio-economic disparities are going to get much worse.



- **Bob Kaplan**02:37:14

My change is in a state of change not being cute just being aware



- **Tom Rothschild, CA**02:37:16

Niki-Chat also, please



- **Don Greenstein, Brandeis Univ. Ombud, Natick, MA**02:37:17

I have to leave at about 9:55am will someone speak to how to get Noah's slides before then or will it be posted on the list serve, sometime later? This is wonderful - TY to all involved.



- **Nora Femenia**02:37:26

Let's begin considering the impact of self-isolation on us...will it enhance individualism? where have we left the ideals of community, are they dead for ever?



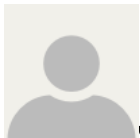
- **Regina Brown Empowered Pathways**02:37:31

Bob Kaplan I appreciate your comment.



- **K. Sweetness Jennings**02:37:56

I like how we continue to practice what we have learned in elementary "raise your hand"



- **Jillian Post**02:38:01

the digital divide is definitely a factor to still consider and this rapid change is going to leave so many people behind



- **Eric Rundbaken**02:38:07

Thank you so much!



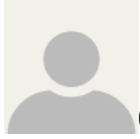
- **K. Sweetness Jennings**02:38:10

Thank you Noam



- **Bob Kaplan**02:38:11

thank you its a journey we are no closer to its end



- **Cristina Barcelona**02:38:19

Thank you very much, Noam



- **Bob Kaplan**02:38:21

thank you



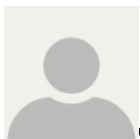
- **Michele Holmes**02:38:24

Applause!!!!!!



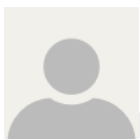
- **Frida Huerta, NY Westchester**02:38:32

Thank you so much



- **Julia Pearson, Boston, MA**02:38:39

Thank you!



- **Paula Andrews**02:38:41

Thank you!!



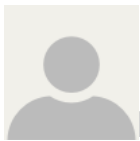
- **Immaculada Armadans**02:38:42

Thank you Noam, fantastic, very interesting!



- **Richard Anthony**02:38:43

Technological evolution comes with cost of trust to human relations. Results from automated processes can actually erode trust. What is your take on this?



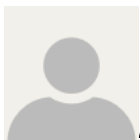
- **Michele Holmes**02:38:44

Bravo!!!



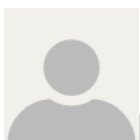
- **Regina Ritcey, New York (NYS Dispute Resolution Association)**02:39:02

Compelling. Thank you Noam!



- **Arthur Matthews**02:39:04

Thank you Noam...



- **MARTIN SIEGEL**02:39:14

Great presentation Thank you



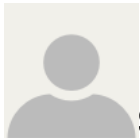
- **William Sparks**02:39:17

It is easy for each and every person on a Zoom conference call, communicating virtually and getting food delivered to his and her home to reach far reaching conclusions. Not so for the millions of our fellow citizens who don't know where their next meal is going to come from plus who need their next pay check to pay bills. For them, the 'world as we knew it' has not changed all that much, nor should it. Let's see what happens.



- **Eunice Salton, Edison, NJ**02:39:24

This was very thought provoking and fascinating. Thank you Noah and ACR-GNY.



- **Susan Salazar LI, NY**02:39:24

Thank you Noam!



- **Martha Graham**02:39:24

Many thanks!



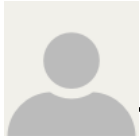
- **Cheryl Agris-NYC now Corinth, NY**02:39:29

Please do provide copies of slides and papers that he referenced.



- **LeiLani Armstrong Tulsa, Oklahoma**02:39:33

Excellent! Thank you.



- **Treasa Kenny. Ireland**02:39:49

I already see the conflicts materialising as post Covid19. Trauma, need for restorative inquiry rather than blame game, household conflict, workplace conflict as people renegotiate contracts. Very thought provoking. Thanks Noam. I heard you speak in Dublin last July and this has built on that really well.



- **Jill Strauss**02:39:50

What about access to technology? This is privilege. How does conflict theory and practice address inequity virtually?



- **T. DeWitt Smith, Jr.**02:40:03

Thank you sir. You have raised our consciousness about how to do mediation and negotiation on line, especially about how we are changed, offload, and now must be re-creative about how we do technology.



- **Letitia Rosenthal, NY**02:40:05

Very Interesting!, Thank you!



- **Doris Nathan**02:40:30

Thank you so much. Lots of food for thought!



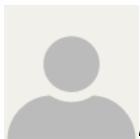
- **Bob Kaplan**02:40:49

I am not sure our baseline humanness will change only how we access and utilize it and far too early to know



- **Regina Brown Empowered Pathways**02:40:55

Jill Strauss, great question!



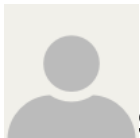
- **April Rando**02:40:56

Thank you, Noam. This was a fantastic presentation.



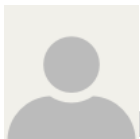
- **Patricia DeGuire**02:41:10

Wow! Thanks, Noam! This is a speech the justice system needs to hear!



- **Susan Salazar LI, NY**02:41:11

He has made an interesting point. Can he suggest some particular reading



- **Marilyn Genoa LI**02:41:16

So many wonderful comments, extremely though provoking. Thank you for this. I am so delighted to finally be able to attend a "breakfast. K. Jennings, I will keep you in my thoughts.



- **Susan Myerberg**02:41:16

Thankyou all!



- **Rikaye Binda**02:41:21

The portion on trust and the example of the Uber driving caused me to really pause. that was a great framing and something I'm sure most of all have never considered in terms of how we were taught about trust historically and not only how we view it now but how we teach our future generations about trust



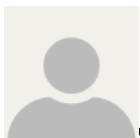
- **Regina Brown Empowered Pathways**02:41:27

Thank you...thought provoking.



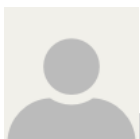
- **Carolyn Laredo, New York**02:41:31

What techniques are being utilized to develop trust in video conference mediations?



- **Jillian Post**02:41:31

Good point. That's why I have added DE&I work and concepts to my conflict resolution reportorial "tool box"



- **Michael Cassandra**02:41:57

Fascinating You articulated some of my fleeting feelings, concerns, fears, excitements and thoughts about this brave new world.



- **Dr. Lynn B Elfe-Long Island, New York**02:42:08

Thank you so much for this presentation. You have given us so much more to think about. Well appreciated. I am hoping we will have the recording as well as the power points. I know I am going to want to view this information again. Again, thank you.



- **Andrea Hirshman**02:42:31

What is it to be Human? It's each one's worth, value and vulnerability!



- **Bob Kaplan**02:42:41

and that is the short coming of zoom and chats it cuts our ability to go deep so its only a lead in to a deeper dive



- **Bob Kaplan**02:42:55

thank you Noam



- **Regina Eaton - Queens, NY**02:43:00

thank you great presentation



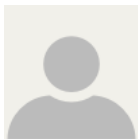
- **Andrea Hirshman**02:43:27

I've taken deeper dives with zoom clients



- **Nora Femenia**02:43:39

Much appreciated having an older articulating the dark processes that move us along...your frames are much needed to make necessary transitions...



- **Fran Calafiore**02:43:46

Excellent! Thanks so much, Noam. Be well & stay safe!



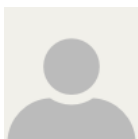
- **julia a morales-abbud ,NJ**02:43:52

This talk was a really eye opener in what the field of mediation offers at this time. I would certainly integrate more and more the use of technology in my efforts to get into the mediation world in education. There are certainly multiple challenges but I am excited to get started on getting some training on mediation.



- **Richard Anthony**02:44:12

Thanks



- **Bob Kaplan**02:44:28

this requires smaller breakout rooms with discussions Thanks all need to zoom out to another zoom



- **Terri Reicher NJ**02:44:47

Thanks for a very thought provoking presentation



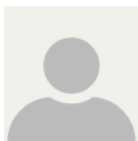
- **Andrea Hirshman**02:44:49

I agree bob!



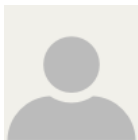
- **julia a morales-abbud ,NJ**02:45:39

I am concerned about PRIVACY issues when you are working on mediation on school/education k-12 and special education issues.



- **Dr. Lynn B Elfe-Long Island,New York**02:46:13

Dr.Lynn B. Elfe- This is a lot to think about. I am hoping we will receive the recording and the power point. I really need to take a moment to go through this information again as I think about some of this information. Thank you for this presentation.



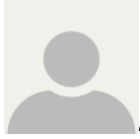
- **T. DeWitt Smith, Jr.**02:46:14

I have to leave the line now.



- **julia a morales-abbud ,NJ**02:46:17

..and doing mediation online. Any recommendations.



- **Amelia Nickles, South Orange, NJ**02:46:22

Peter Reznik has work on face reading which is interesting.



- **John O'Malley, Hudson Valley, NY**02:46:35

And of course, facial recognition software does not recognize different races the same way.



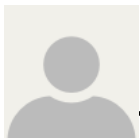
- **Fran Sabshon- NYC**02:47:01

Wasn't Zoom have a feature that monitored counterpart attention. But have disabled as part of the effort to increase security?



- **Nora Femenia**02:47:06

Privacy is, as trust, a concept that is changing at warp speed...needs redefining.



- **T. DeWitt Smith, Jr.**02:47:24

Have a nice day. Email me as to how I can get the presentation slides, please. My email was registered to get on this line.



- **Tom Rothschild, CA**02:48:21

ut then "dishonesty" will come in again--once we know how the technology will interpret my facial expression--and I will manipulate to convey a false message about what/how I feel



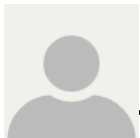
- **julia a morales-abbud, NJ**02:49:21

I am interested in getting the presentation slides when available. Thank you for such great and up to date presentation.



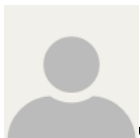
- **Nora Femenia**02:50:58

YES! you got my question!!!!thanks



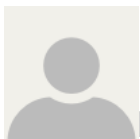
- **Tee Kudaisi**02:52:55

Many thanks for the wonderful presentation



- **Jon Hyman NYC**02:54:43

Thanks to all, including those who posted questions and suggestions, and particularly Noam, Julie, Niki, and Maria.



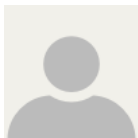
- **Neshia Rosado - NYC**02:55:56

Thank you for this fantastic presentation! Lots of food for thought. And thank you to everyone from earlier who gave advice on how to get started in mediation. It was much appreciated! Hope to see you all again soon



- **Margarita Echevarria**02:56:33

Thanks, Noam you have given us a lot to think about other than using the instrument!



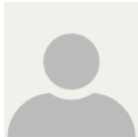
- **Niki Borofsky**02:56:47

LIVE QUESTIONS: Please "Raise your Hand."We will take you in turn and unmute you to ask your question live. Shortcuts to Raise Hand: Alt+Y or Option+Y



- **julia a morales-abbud ,NJ**02:57:57

QUESTION OF PRIVACY ON LINE..



- **Josh Kraus**02:58:06

Thank you very much, Noam. Great presentation!



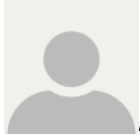
- **Lu - Utica, NY**02:58:07

thank you for the lecture and discussion. It was helpful and gave us much to consider. Need to go.



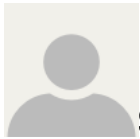
- **Niki Borofsky**02:58:24

NOAM'S EMAIL: NoamEbner@Creighton.edu



- **April Rando**02:58:25

Internet connection is not available to everyone. Families are driving to school parking lots to access wi-fi.



- **Stephen Kotev**02:58:36

Thank you Noam!



- **julia a morales-abbud ,NJ**02:58:40

THANK YOU!!! FOR WIDENING OUR HORIZON SO MUCH!!!



- **Ellen Ross, Johnstown, NY**02:59:14

have a good day all



- **Barbara Wilson**02:59:15

Thank you Noam and everyone else.



- **Lili Arkin**02:59:21

Thank you so much! This was such an interesting presentation. So much to think about.



- **Bradley Roth - NYC**02:59:39

Thank you, Noam and everybody!



- **Donna Long Island**02:59:42

Thank you! Great info.



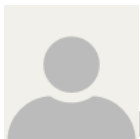
- **Knar Nahikian**02:59:47

Thank you for a great presentation. Wishing everyone a good day!



- **Marla Moss**02:59:58

thanks!



- **Mary Alestra**03:00:01

Thanks for a great presentation!



- **Joanne Bochis NJ**03:00:13

So illuminating!



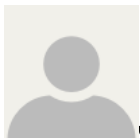
- **Gill Mansfield**03:00:20

Great session everyone. Thank you Noam and all the organisers.



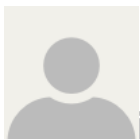
- **Louis Cohen - FL, Broward County**03:00:52

Thank you Noam...wonderful moment, I felt your expression. Peace and good health!



- **John Green**03:06:32

I often use a tech understanding metaphor: our brain, when it desires to connect or learn something or express it reaches out through whatever avenue is available. it doesn't know the difference in communication through speaking with parts of the body or parts of a machine. when it seems knowledge it will accept it equally from the brain or wiki. when we ask ourselves or our kids to step away from the tech we are suggesting something akin to the removal of a body part or a partial lobotomy. panic ensues. resources are dismissed. connections lost. the difficulty of this should not be ignored.



- **julia a morales-abbud ,NJ**03:10:14

A BIG THANK YOU! for giving some light on Privacy in mediation via technology/video conferencing and any other means. Thank you!



- **Niki Borofsky**03:12:00

Thank you all for joining! I have to jump to another meeting. Best, Niki



- **Sethu Nair NYC**03:14:36

So wonderful to hear from you Noam. I appreciate the lightness and humor while delivering so much insight. :) See you later sometime everyone!



- **Nora Femenia**03:16:33

Thanks!!!



- **Marla Moss**03:16:52

