FINAL PROJECT: APP DESIGN

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WORKING TITLE
Mediation on the Go – MED2GO
Mediation in a Nutshell
In the Mediator’s Chair

BACKGROUND
There are currently over 500 certified mediators in Virginia alone. According to the Bureau of Labor Statistics, the number of trained mediators both certified and not, is projected to grow 9% from 2014 to 2024.

The NVMS basic mediation training is 3 days jam-packed with information, feedback, and activities. Participants are inundated with information about the process, legal implications, ethics, and asked to apply a new way of thinking. It is impossible to retain everything they are exposed to. Furthermore, there is typically a lag time of a 3-5 months between when participants complete the training and move into apprenticeship where they work on real cases with mentor mediators.

DESCRIPTION OF THE LEARNING EXPERIENCE
The app presented in this proposal is targeted primarily to newly trained mediators to bridge the gap between training and apprenticeship. The secondary audience is experienced mediators who are looking for quick refreshers. The application is intended for smart phone and tablets so it can be accessed anywhere, anytime, and will also have a website counterpart.

VISION
The app will assist mediators in continuing their learning after they complete their training as well as provide helpful resources and reminders. There are currently only two other apps for mediators available – one in the Netherlands and one in the US. Both focus on managing a mediation practice rather than continuing education.

SCOPE AND COMPONENTS
1) User profile
   a. Complete user profile by filling in all fields
   b. Avatar/photo (camera or photo gallery)
   c. User name
   d. Password
   e. Email
2) Content:
   a. Mediation Process related information:
      i. Pre-mediation preparation
         1. Contacting the parties
         2. Screening to determine if process is appropriate
      ii. Stages of mediation:
         1. Orientation
            a. Goals of orientation: educate parties, build trust, gain commitment to participate
b. Mediator tasks: welcome and introductions, explain the mediation process, role of the mediator and the parties, voluntariness, confidentiality, legal implications, ground rules, sign agreement to mediate, build rapport, etc.

2. Storytelling
   a. Goals of storytelling: understand each party’s interests, identify common ground, hear from each party, help parties hear each other
   b. Mediator tasks: summarize after each party speaks, paraphrase, clarify, reframe strong language, manage communication, identify issues to be discussed.

3. Problem-Solving
   a. Goals: Decide which issue to begin with, generate possible solutions for all issues identified, evaluate possible solutions and choose the best one
   b. Mediator tasks: ask questions, summarize, paraphrase, reframe, manage communication, manage brainstorming process, develop criteria for evaluation, evaluate options, reality-test

4. Agreement writing
   a. Goals: Assist parties to consider all ramifications of the agreement, commit agreement in writing, close out the session
   b. Mediator tasks: act as scribe, clarify who, what, where, when, how, bring closure to the session

b. Learners will be able to review video and text content on the above mentioned topics by selecting the icon of their desired topic from the dashboard

3) Tips & Tools
   a. Content
      i. Transitions between stages
      ii. Caucus
      iii. Summarizing
      iv. Paraphrasing
      v. Asking questions
      vi. Reframing
      vii. Breaking impasse
      viii. Terminating mediation
      ix. Dealing with strong emotions
      x. How to co-mediate
      xi. Screening tools
   b. Learners will be able to review text content based on the above mentioned topics by selecting the icon of their desired topic from the dashboard

4) Activities
   a. Examples:
      i. What did you hear? (Summarizing activity) – fill in the blanks
      ii. A man walks into a bar... (find out why in as few questions as possible – question practice activity) – multiple choice
      iii. Take the sting out (reframing activity) – drag and drop, matching
   b. Learners will be able to select desired activity from the dashboard
c. Learners will earn badges such as Lightning Speed for completing activities in the shortest amount of time

5) (User name)'s Tool Box
   a. Create your own Orientation checklist – free input
   b. Reflection Journal (reflect on your current or past cases)
   c. Training Records – keep a log of training completed
   d. Case Records – keep a log of cases completed

6) Connect with others
   a. What If... Forum
      i. Users discuss weekly real life case studies posing ethical, process, and practice dilemmas
      ii. Weekly case studies will be posted by NVMS
      iii. Users may also submit their own case studies
      iv. Users have the ability to like and reply to comments
      v. Users will earn badges based on their participation – Newbie (for those just starting out); Mediator of the Year (most comments with most likes); etc.
      vi. Badges earned will be added to their user names
   b. Contact Us
      i. Users will be able to contact the NVMS office with questions via text, email or phone

7) Resources
   a. Content
      i. Standards of ethics
      ii. Certification standards
      iii. How to report child abuse allegations
      iv. Articles on relevant topics
      v. Code of Virginia (Relevant sections)
   b. Users will be able to review the above mentioned content via image, text and links to outside resources.