

vitero Basic Training for Mediators

Service Description

General information:

- Goal: moderation of online mediation meetings in **vitero** of teams up to 6 persons
- Target groups: mediators who want to provide conflict resolution services (completely or partly) live and online
- Team size: 4 – 8 participants
- Requirement: computer skills, no previous knowledge in online communication needed
- Duration: 1 x 120 minutes (online)
- Technical requirements: Windows PC or Mac with DSL internet connection, PC headset, webcam (optional); every participant is responsible for his hardware; for system requirements see: http://www.vitero.de/docs/vitero_sr_client_saas.pdf
- Hand-out: training materials
- Participants receive a certificate

Training contents:

- Basic **vitero** functionalities and communication channels (audio channel, text chat, gestures, moderation tools, change seats/roles, awareness element, notepad, ...)
- Technical basics: adjust your own and the participants' audio settings, include participants via telephone
- Realization of all 5 mediation phases in **vitero**, amongst others via application sharing; using the webcam and the **vitero** moderation tools; referencing in the virtual room
- Basics in the Vitero Management System (VMS); call up and prepare online meetings