

REFLECTIVE MEDIATION PRESENTS

Less Admin, More Mediation: Ethical Technology for a Sustainable Practice

Using Technology to Reduce Stress and Improve Outcomes

Mike MacConnell | Reflective Mediation | reflectivemediation.ca





Mike MacConnell

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Founder & Director

 Author: The Yoga of Divorce

 Former Prof, Humber College

#1 Rated Mediator in GTA

180+ Five-Star Reviews

Accredited since 2014

About Me

I founded Reflective Mediation in 2014 after my own experience with divorce transformed my approach to conflict. I didn't just rethink the process — I spent three years studying dispute resolution at university and built something new.

For the past decade I've quietly built a low-friction, tech-enabled practice — not because I'm a tech enthusiast, but because the right tools remove the barriers between two people who need to reach agreement.

Today I want to share what I've learned — and challenge you to think differently about how we serve our clients.

"I want to change the way people experience themselves in difficult conversations."

— Mike MacConnell

Less Friction = Better Outcomes

Less Friction

When the process is easy, clients show up — mentally and physically.

Less Stress

When stress drops, thinking improves. Reactivity gives way to reflection.

Better Decisions

Calm, clear clients reach durable agreements — and co-parent better.

Each tool I use removes one more barrier between conflict and resolution.

First Contact → Momentum

Clients move from
uncertainty to clarity.

What This Looks Like in Practice

Client Scenario

A couple contacts me on a Sunday evening. By Monday morning they've booked their first session via Calendly, received a reminder, and joined Zoom from separate homes — no parking, no daycare logistics, no commute stress.

The session starts on time. They arrive calm.



Ask Yourself:

How many steps does a new client need to take before their first session with you? Could you cut that in half?

Result: Clients feel informed and ready →

First Contact→ Momentum

Business Reviewing Platforms

Collect and Display Client Feedback
Credibility and Improvement Loop
Confidence in Choosing a Mediator

Google Reviews, Yelp, Trustpilot, BBB



First Contact→ Momentum

Website Builders



Create and Manage Websites
Attract Clients and Control Messaging
Easy Access to Information, Builds Trust

Squarespace, Wix, Wordpress, Webflow, Go Daddy

First Contact→ Momentum

Online Scheduling



Client Books Directly into Calendar
Saves Administrative Time, Reduces No-Shows
Easy Booking, Immediate Momentum

Calendly, Acuity, TidyCal, Setmore, SimplyBook.me

Working Through Issues → Clarity

Video Conferencing

Conduct Remote Mediation Sessions
Flexible Delivery, Breakout Rooms
Comfort, Less Travel, Lower Stress

Zoom, Teams, Google Meets, Webex



Working Through Issues → Clarity

Electronic Payments

Send and Receive Digital Payments
Faster Cash Flow, Less Chasing
Convenient, Transparent Payment(s)

Interac E-Transfer, PayPal, Square, Wise



Working Through Issues → Clarity

Word Processing Templates

Create and Edit Professional Documents
Consistent, Efficient Document Creation
Clear Organized Agreements

Microsoft Word, Google Docs, Pages, LibreOffice



Working Through Issues → Clarity

Virtual Signing

Sign Documents Securely Online
Faster File Closure
Quick Frictionless Closure

PandaDoc, DocuSign, Adobe Sign, HelloSign



Working Through Issues → Clarity

Real-Time Collaborative Documents

Edit Documents Live with Clients
Draft Agreements in Session
Feel Heard, Fewer Misunderstandings

Google Docs, Word Online, Notion, Coda



Why Closure Matters

The emotional weight of a separation doesn't lift until the paperwork is done. Every delay at the finish line costs clients money — and costs them peace.

I've seen clients stall for weeks because of a signature. E-signing solved that. The tools aren't the point — removing friction is.



Discussion:

What is the biggest friction point at the END of your cases — and what would happen if you eliminated it?

Result: Clients feel secure and able to move on →

STAGE 3

Closure → Resolution

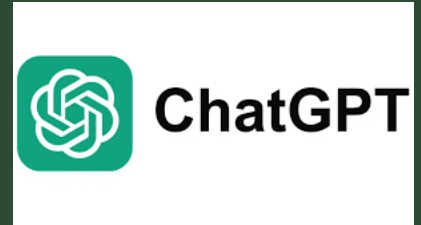
Clients move from
stress to closure.

Closure→ Resolution

AI Chatbots

Generate Content and Ideas
Faster Drafting, Reduced Cognitive Load
Clearer Communication, Quicker Turnaround

ChatGBT, Claude, Gemini, Copilot



Closure→ Resolution

Accounting Software

Track Finances and Reporting
Financial Clarity, Easier Taxes
Accurate Billing, Fewer Disputes

Quicken, Quickbooks, Xero, FreshBooks



Closure→ Resolution

CRM Systems

Track Clients and Interactions
Organized Workflow, Automated Follow Up
Timely, Personalized Services

HubSpot, Salesforce, Zoho, Pipedrive



Closure→ Resolution

Password Managers

Securely Store Login Credentials
Data Security, Reduced Risk
Protection of Sensitive Information

LastPass, 1Password, Dashlane, Bitwarden

The LastPass logo is displayed in a white rectangular box. It features the word "Last" in black, "Pass" in red, and three red dots followed by a vertical bar.

Think Differently.

A Question for the Room

"If your clients were choosing a mediator purely on how easy the process felt — would they choose you?"

Absolutely

My process is seamless

Probably

But there's room to improve

Not Sure

I've never thought about it

(Take 60 seconds — turn to a neighbour and discuss)

The Chain of Better Outcomes

01

**Remove
Friction**

Simplify every touchpoint



02

**Reduce
Stress**

Calmer clients, better
conversations



03

**Improve
Communication**

They hear each other, not
just themselves



04

**Better
Decisions**

Agreements that actually
last

"Each tool I use isn't about technology — it's about removing the obstacles between two people who need to reach an agreement. The tech is invisible. The outcome is everything." — Mike MacConnell

Inside Reflective Mediation's Tech Stack

Intake

Calendly + Website Reviews

Eliminated phone-tag. New clients book 24/7. No-shows dropped dramatically.

Agreement

Google Docs Template

Started every case from a comprehensive plain-English template — saving 3-4 hours per file.

Closure

E-Signature + E-Transfer

Agreements signed the same day they're finalized. Payment transparent and instant.

Sessions

Zoom with Breakout Rooms

Private caucuses became seamless. Difficult conversations moved off the main call.

Accountability

AI Transcription

Automatic session summaries + action items. No charge to clients. Built trust.

Ongoing

CRM + Excel Docket

Every case tracked. Clients never repeat themselves. Docket visible on request.



The Challenge

Pick ONE friction point in your practice.

Commit to removing it before your next client meeting.

Start here:

Add online scheduling

Try a shared document

Use e-signatures

Record a session
summary

"You don't need to rebuild your practice. You need to remove one obstacle."

Thank You

Let's Rethink Mediation Together

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"Conversation over confrontation."



Launching your own Private Practice? Learn more at ...

launchpad™
The Mediators Guide to Private Practice

