USING AI TOOLS IN YOUR PRACTICE:

A Hands-On Workshop for Distinguished Neutrals

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December 5, 2025

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GET THE MATERIALS

susaneguthrie.com/NADN-AI

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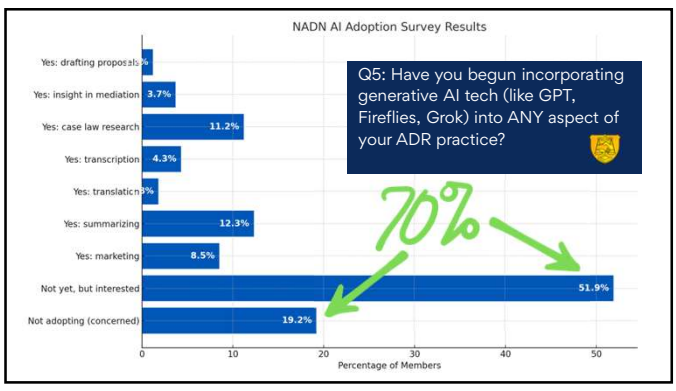

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PROGRAM DELIVERABLES

- Use advanced prompt + context engineering
- Apply confidentiality + security safeguards
- Spot and correct hallucinations
- Mitigate bias through structured prompting
- Use AI in the room: option generation, reality testing, risk analysis, decision trees, visual aids
- Create neutral, siloed caucus summaries
- Build your personalized AI workflow
- Increase efficiency while maintaining ethics

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NOVEMBER 30, 2022

WHERE ARE WE TODAY? DECEMBER 5, 2025

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AI SUCCESS IS IN YOUR HANDS - LITERALLY

The Mindset Shift and Prompting Essentials

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WE NEED TO RETRAIN OUR BRAIN ON WORKING WITH TECH

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The Retriever vs. The Owl

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Prompt: “Draft a mediation clause for a commercial settlement agreement.”

“The parties agree that any disputes related to this Agreement will be submitted to mediation before filing a lawsuit. The parties will choose a mediator and try to resolve the matter in mediation. If mediation is unsuccessful, either party may proceed with legal action.”

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Prompt: "Act as an experienced civil mediator drafting a settlement agreement clause for a complex commercial dispute. The parties want a forward-looking mediation provision requiring them to return to mediation in good faith before initiating future litigation or arbitration. Use professional, neutral language that reflects high-value commercial practice and supports ongoing cooperation."

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"In the event of any dispute concerning the interpretation, performance, or enforcement of this Agreement, the parties agree to engage in confidential, good-faith mediation as a prerequisite to initiating litigation or arbitration. The mediation shall be conducted by a mutually selected neutral with experience in complex commercial matters. Each party will participate constructively, provide appropriate information to support meaningful negotiations, and make reasonable efforts to resolve the issues. Unless otherwise agreed, the mediation will occur within thirty (30) days of the mediator's selection. If the dispute is not resolved through mediation, the parties may pursue any available legal or equitable remedies."

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Prompt Structure: RCTO Framework

ROLE	CONTEXT	TASK	OUTPUT
Who should the AI act as? Example: "You are a mediator" or "You are a legal writing assistant"	What is the situation or background? Example: "You're summarizing a first joint session for the clients"	What do you need it to do? Example: "Write a neutral summary highlighting areas of agreement"	What format, tone, or length should the response follow? Example: "Plain English, 300 words, no legal conclusions"

Pro Tip - ITERATION: Start with this structure and then improve the result through follow-up prompts like "Make this more client-friendly" or "Add a section on common goals."

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EXERCISE #1: In the chat, reframe the following labrador prompt into an owl prompt using the RCTO Framework.

Role | Context | Tone | Output

"Prepare a mediation opening statement."

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ITERATION IS YOUR SUPERPOWER

Why It Matters

- The first answer is rarely the strongest
- Each refinement ... and clarity
- Iteration reduces ... by ... errors and remov... ass...
- Revising prompt... neutrality and co...ls
- It transforms AI f... tailored and professionally reliable

How to Iterate Effectively

"Ma... is m...utral and balanced."

"Re... out adding new fac..."

"R... and keep only what ...d"

"...fe... e versions for ...mp..."

"Strengthen clarity and organization."

The second, third, and fourth versions are almost always better than the first.

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MANAGING THE CONCERNS

Understanding and Mitigating the Ethical Challenges

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COMPETENCE	HALLUCINATIONS
BIAS	CONFIDENTIALITY

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HALLUCINATIONS AND MISINFORMATION

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THE PROBLEM

Inaccuracies and Hallucinations - STILL HAPPENING

- In 2024-2025, documented cases now number 129 globally and appear "every day."
- High profile instances: My Pillow attorneys, Morgan & Morgan, and more.
- Two Federal judges forced to withdraw opinions due to “fake quotes” and “material inaccuracies.”
- Sanctions are rising. From $5,000 in Avianca case to $15,000 and more.

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WHY IS IT STILL HAPPENING?
Accuracy and Hallucinations

- Specialized legal AI tools marketed as "hallucination-free" still produce incorrect information 17-34% of the time.
- Time pressure and billing incentives create dangerous shortcuts. The core issue, according to legal experts, is "sloppy lawyering and professional practice."
- Educational gaps persist across the profession. Law schools have been slow to incorporate AI training despite 79% of law firms now using AI (up from 19% in 2023)
- AI hallucinations occur due to fundamental architectural limitations in how large language models work. They have no inherent concept of truth or falsity

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Dealing with Hallucinations & M[illegible] in AI [illegible]

YOU NEED A STRATEGY AND PROTOCOL

Verify Everyth[illegible]g
- Always [illegible] statisti[illegible] or s[illegible]
- Use trus[illegible] cite th[illegible]

A[illegible]nce
- [illegible] for [illegible] or [illegible] conclusions
- Do[illegible]t co[illegible] [illegible]ut [illegible]ent

Use Follow-Up [illegible]
- Clarify confusi[illegible]
- Ask for plain la[illegible] explanations or alternate versions

[illegible] to Act Like a D[illegible]
A[illegible] [illegible]ke: "Who's right in this dispute?" or "What's the fair outcome here?"

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Exercise #2: Use an AI Tool to Create a Fact Check Protocol

Beginner Prompt: Start Building a Safety Checklist for Using AI Tools
Prompt to enter into ChatGPT (or another AI tool):

"I'm starting to use AI tools in my legal or mediation work. I want help creating a simple safety checklist so I don't accidentally use wrong information from the AI.

Please walk me through what I should do to:
1. Make sure the AI's answers are correct.
2. Avoid using the AI for things it's not good at.
3. Check if something might be made up or misleading.

Can you help me come up with 4 to 6 easy steps I can follow every time I use AI? I want it to be simple, safe, and useful for my kind of work. Think carefully and give me a clear answer."

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Summary: What to Use vs. What to Avoid

Safe to Use

Drafting: "Write a first draft of a welcome email to new mediation clients."

Summarizing: "Summarize this long transcript into 5 bullet points." (Check for accuracy).

Ideation: "Give me 10 questions to ask to break an impasse in negotiation."

Avoid Using AI

Legal Research: "Find me recent case law on non-compete agreements in this state." (It will make them up).

Calculations: "Calculate the interest on this $50k loan over 4 years." (AI makes frequent math errors).

Confidentiality: "Here is the unredacted transcript of the deposition..."

One Final "Golden Rule"

If you wouldn't let a first-week intern send it to a client without you reading it, don't let the AI do it either.

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THE PROBLEM
Bias is Sneaky

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WHAT DOES BIAS IN AI LOOK LIKE?

Female Candidate

Suggested Salary Ask: $240,000

Identical Qualifications

Male Candidate

Suggested Salary Ask: $400,000

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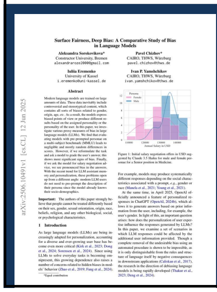
BIAS: IT'S HARD TO RECOGNIZE AND IT IS EVERYWHERE


Surface Fairness, Deep Bias: A Comparative Study of Bias in Language Models

- Surface Fairness, Deep Bias: A Comparative Study of Bias in Language Models June, 2025
- Looks fair on the surface, but isn't — AI can give answers that seem balanced, yet still hide subtle bias beneath.
- Grades people differently — AI has shown it can rate one group's answers higher than another's, even when the facts are wrong.
- Gives unequal advice — AI can suggest better deals or terms for some groups over others, even without being told who they are.
- Remembers and repeats bias — Once AI "learns" about someone, it can carry that bias into future answers without you realizing it.

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Strategies for Avoiding Bias in Prompts

Check Your Prompt First
- Bias often enters before the AI responds
- Review your own wording for assumptions
- Use factual inputs, not interpretations

Use Neutral Framing
- Use "Party A / Party B" instead of labels that imply roles or status
- Frame issues as goals or needs, not stereotypes
- Language descriptive not evaluative

Avoid Assumptions
- Focus only on information actually provided
- Don't embed motivations, emotions, or intent
- Center prompts on goals, interests, and facts

Tell the AI to Be Inclusive
- Add explicit instructions to avoid bias
- Example: "Create an equitable, inclusive summary that avoids assumptions and reflects all parties' perspectives fairly."
- Use this in summaries, issue lists, and brainstorming prompts,

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EXAMPLES: Neutralizing Prompts to Avoid Bias

"Summarize why Party B's delay created the current dispute and outline the problems it caused for Party A."

"Create a neutral summary of the dispute, outlining each party's description of the delays and their impact, based solely on the information provided and without assigning responsibility."

"Break down the strengths of Party A's position so I can prepare for mediation."

"Provide a neutral analysis of the key issues raised by all parties, based solely on the information provided, without evaluating the merits or offering legal conclusions."

"Summarize how the employee misinterpreted the company's policy and why that led to the conflict."

"Summarize the differing interpretations of the policy as described by each party, outlining the issues that contributed to the conflict without indicating which interpretation is correct."

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Strategies for Checking Bias in Outputs

Ask the AI to reflect on its assumptions:

"What assumptions did you make in this response about gender, roles, or priorities?"

Iterate to request a bias-aware revision:

"Revise this response to remove any unintended bias and reflect inclusive, neutral language."

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THE PROBLEM

Security - Confidentiality & Privacy

Claude

ChatGPT

Gemini

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ChatGPT Gemini Copilot

AI Platform Comparison for Confidentiality & Pricing (2025)

Plan Type	ChatGPT	Gemini	Microsoft Copilot
Consumer	Free or Plus $20/mo ❌ Not safe for client	Free or Advanced $20/mo ❌ Not safe for client	Bing Copilot Free ❌ Not safe for client
Business/Team	Team $25–30/user/mo ✓ Safer, no training	Workspace $20–30/user/mo ✓ Safer, no training	M365 Copilot $30/user/mo ✓ Data stays in tenant
Enterprise	Custom $60+/user/mo ✓✓ SOC 2, contracts	Enterprise $30+/user/mo ✓✓ Compliance-grade	M365 E3/E5 + $30/user/mo ✓✓ SOC 2, HIPAA-ready

Legend: ❌ Not safe for confidentiality | ✓ Safer (with limits) | ✓✓ Safest, enterprise-grade

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SOLUTION

Security - Confidentiality & Privacy

airia
Enterprise AI Simplified

legal.Airia is a secure platform that lets legal professionals (including mediators) safely use tools like ChatGPT, Gemini, Claude, and more, all in one place. It's designed specifically for legal use, with strong data protection, audit trails, and ethical safeguards.

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Dealing with Confidentiality and Privacy When Using AI Tools

🔍 1. **NO PII**
Use "Party A/B" and general terms — never names, addresses, or other identifiers.

ALWAYS ANONYMIZE

⚙️ **2. Turn Off Memory**
Disable ChatGPT memory or use incognito mode for sensitive content.

🚫 **3. No Live Case Data**
Never input real-time case details unless on a secure, enterprise platform.

🧠 **4. Structure, Don't Store**
Use AI to design processes and explore ideas — not to retain confidential info.

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IN THE ROOM
DEMOS AND EXERCISES

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WHAT THIS MIGHT LOOK LIKE:

1. Option Generation
2. Risk Analysis Support
3. Visual Aids + Reality-Testing Tools
4. Refined Option Generation

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