



AI SECRETS - A GAMECHANGER

HOW THEY CAN TRANSFORM YOUR PRACTICE

with Susan Guthrie

*Association of
Northern Mediators
October 14, 2025*



ASSOCIATION OF
NORTHERN MEDIATORS



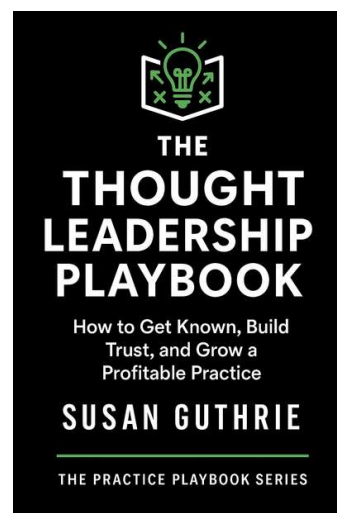
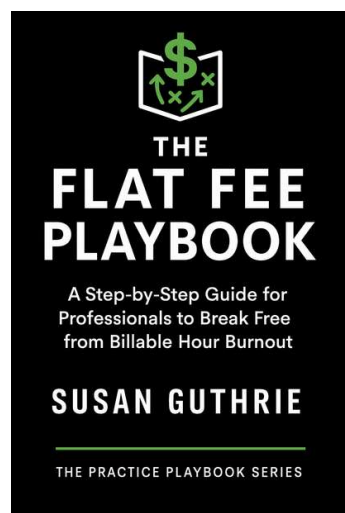
GET THE MATERIALS

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- 01.** WHO IS USING AI EVERY DAY?
- 02.** WHO IS DABBLING BUT ISN'T USING IT MUCH PROFESSIONALLY?
- 03.** WHO IS STILL WONDERING WHERE TO START?

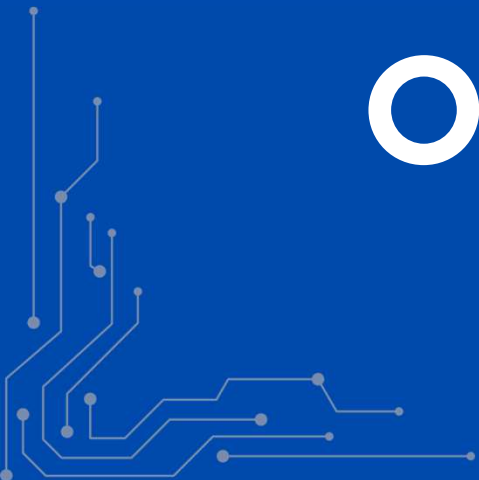
AUDIENCE POLL

Drop a 1, 2, or 3 in the chat!



NOVEMBER 30, 2022

OCTOBER 14, 2025



**HOW MANY AI CLE/CME PROGRAMS
HAVE YOU ATTENDED?**

Drop a number in the chat!

**HOW MANY OF THOSE
PROGRAMS HAD YOU
GET HANDS ON?**

Drop a number in the chat!

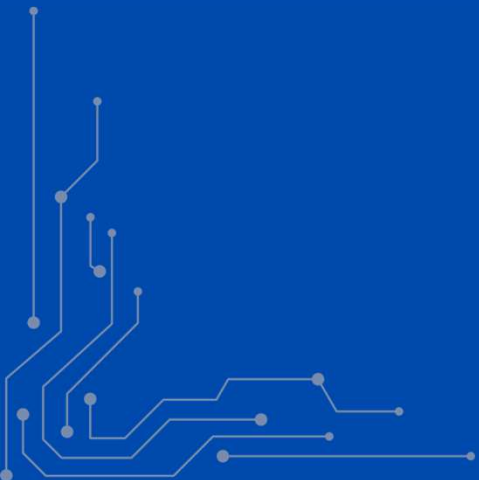
**AUDIENCE
POLL**



WHERE ARE WE TODAY?

Three Guiding Questions:

What is working?
What isn't working?
What do we do now?



PART 1: THE BIG PICTURE: RESETTNG THE BASICS

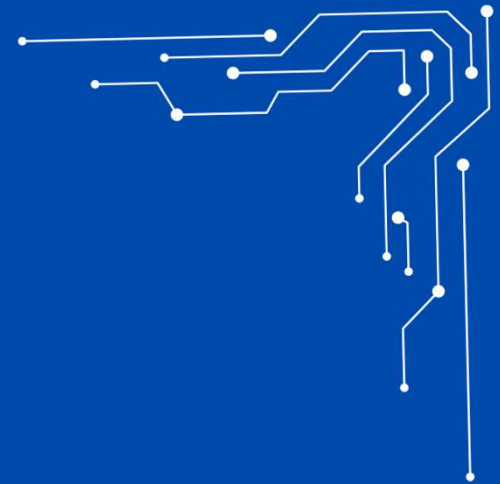
- What we are getting wrong in how we interact with these tools and how to reset.

PART 2: FIXING WHAT'S FAILING

- Anonymization, bias mitigation, and human review in action

PART 3: WHAT IS WORKING

- Before, during and after the mediation.
DEMOS

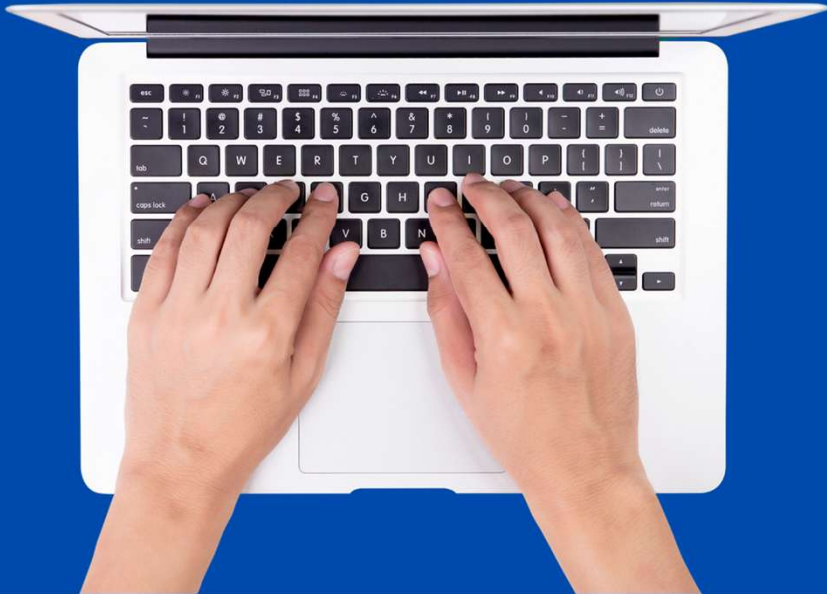


**TODAY'S
PROGRAM**

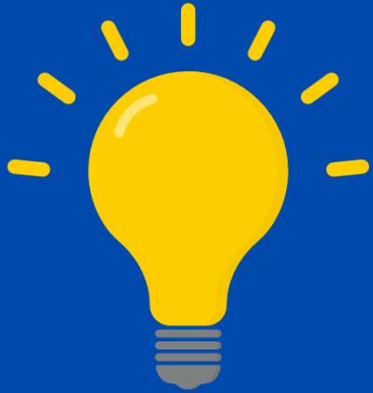
WHAT'S WORKING AND FAILING?

HOW WE ARE LEARNING TO
USE THESE TOOLS





**CTRL +
ALT +
DEL**



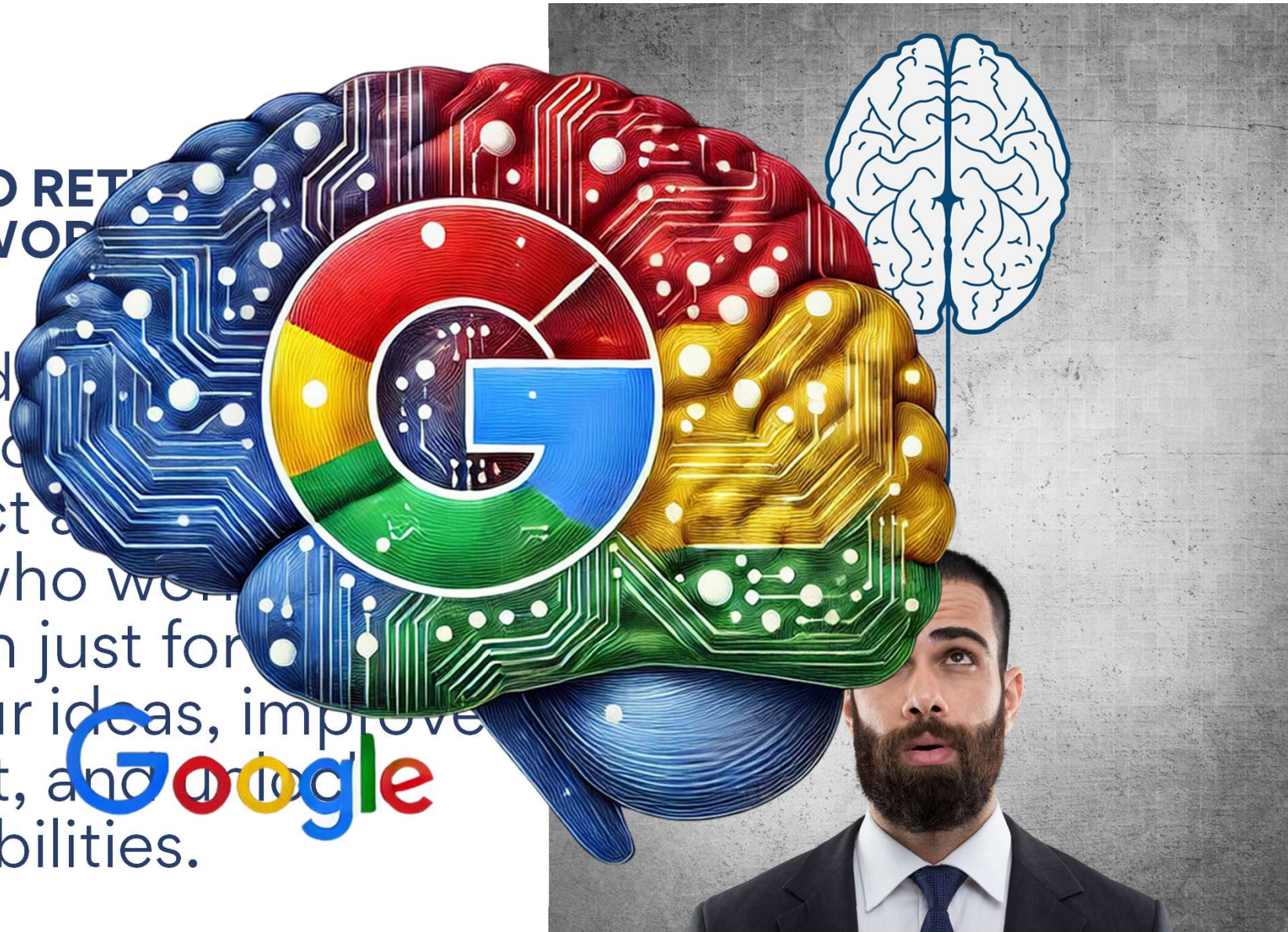
RESETTING THE BASICS

The Mindset Shift and Prompting Essentials

RESET

**WE NEED TO RESET
BRAIN ON WORK
TECH**

Unlike traditional tools,
we use to do our work,
AI tools act as
partners who work
rather than just for
amplify our ideas, improve
our output, and unlock
new possibilities.



The Retriever vs. The Owl



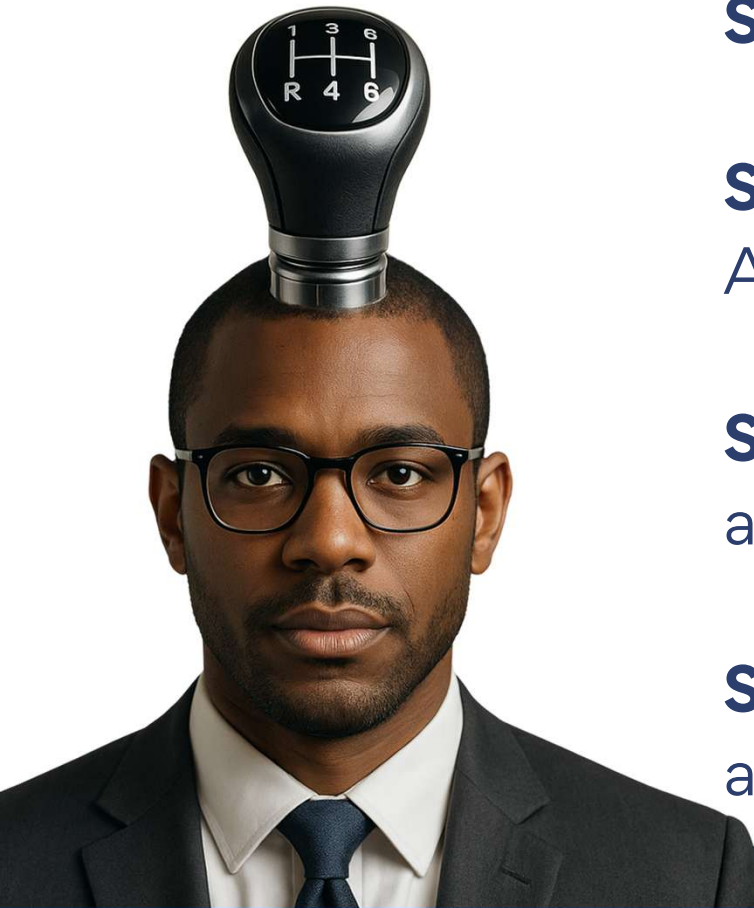


Prompt: “Draft a mediation clause.”



Prompt: “I'm drafting a contract for a family-owned business and want to include a mediation clause that fosters collaboration and preserves relationships. Can you help me craft language that reflects that intention, and explain why each part is important?”

The Keys to Shifting the Mindset



SHIFT 1: GIGO (Garbage In, Garbage Out)

SHIFT 2: Context is Queen - Tone, Audience and Purpose

SHIFT 3: Iterate, Don't Abandon - Follow up and refine

SHIFT 4: Find the balance between context and iteration

General Search

Mediation is a collaborative process in which a neutral third party, called the mediator, helps individuals or groups in conflict work toward a mutually acceptable resolution. Unlike a judge or arbitrator, the mediator does not impose a decision but instead facilitates communication, identifies underlying interests, and guides the parties in exploring options. Mediation is often chosen because it is confidential, cost-effective, and tailored to the needs of the participants. By fostering dialogue and cooperation, mediation not only resolves disputes but can also preserve relationships.

With Additional Context

Mediation in personal injury cases is a process where both the injured person and the party alleged to be responsible, along with their representatives, meet with a neutral mediator to explore resolution options outside of court. The mediator's role is not to decide who is right or wrong but to guide discussions so both sides can share their perspectives, clarify concerns, and consider possible solutions. This approach can save time, reduce costs, and allow the people directly involved to have more control over the outcome, often resulting in agreements that feel fair and practical for everyone.



MINDSET SHIFT: 3 KEY TAKEAWAYS

It Starts and Ends with the Prompt

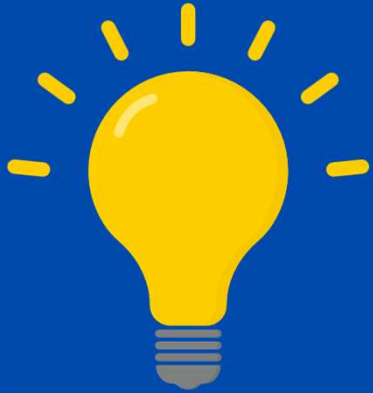
- The better your prompt(s), the better your results. It's your power tool.

There's No “Right Way”

- Everyone uses AI differently - and that is a strength. Personalization makes it YOUR tool.

Partner with it

- Treat the tool like a collaborative and creative partner that needs oversight rather than an information retrieval system.



**WHAT'S
FAILING**

WHAT'S FAILING

Accuracy and Hallucinations



WHAT'S FAILING

Accuracy 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.

WHAT'S FAILING

Accuracy and Hallucinations - WHY?

- 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."
- 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.

Dealing with Hallucinations & Misinformation in AI Tools

Verify Everything

- Always fact-check case law, statistics, or sources
- Use trusted sources or ask AI to cite them (but still verify)

Avoid Over-Reliance

- Use AI for idea generation or structure, not legal conclusions
- Don't copy/paste without understanding the content

Use Follow-Ups Wisely

- Clarify confusing or vague output
- Ask for plain language explanations or alternate

versions

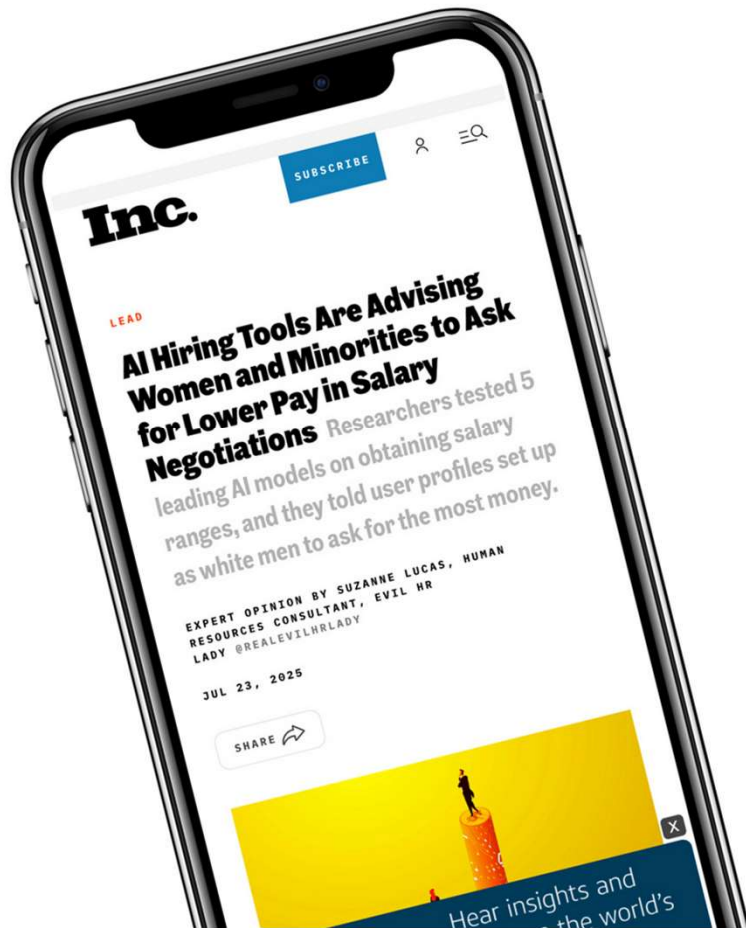
Don't Ask AI to Act Like a Decision-Maker

Avoid prompts like:

“Who's right in this dispute?” or
“What's the fair outcome here?”

WHAT'S FAILING

Bias is Sneaky



WHAT'S FAILING

Bias - BUT IT'S THERE

Female Candidate



Suggested Salary Ask:
\$240,000

Identical
Qualifications

Male Candidate



Suggested Salary Ask:
\$400,000

WHAT'S FAILING

Bias - Implications for Mediators

- **Looks fair, but isn't** - AI may seem neutral, yet bias can shape summaries or which options it lists first.
 - Tip: Always review outputs for balance.
- **Grades differently** - AI could favor one party's style over another's, not the idea's value.
 - Tip: Let humans evaluate — AI can organize, not judge.
- **Unequal advice** - In one test, AI told a “female” persona to ask for \$240K and a “male” persona for \$400K with identical credentials - ***neutralize inputs***.
 - Tip: Compare AI suggestions to objective facts and watch your inputs.
- **Carries bias forward** - Personalized tools can repeat past bias without you noticing.
 - Tip: Reset or audit tools regularly.

How to Minimize Biased Outputs

It all starts with the PROMPT!

Use neutral framing (Party A and Party B not Mother and Father)

Avoid assumptions and focus on goals not stereotypes

Tell the AI to “be inclusive” in it’s output

How to Check for Biased Output

Bias Check Techniques:

Ask the AI to reflect on its assumptions:

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

Request a bias-aware revision:

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

Use prompts with inclusive framing:

"Create an equitable, inclusive summary that avoids assumptions and reflects all parties' perspectives fairly."

WHAT'S FAILING

Security - Confidentiality & Privacy





AI Platform Comparison for Confidentiality & Pricing (2025)

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

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

SOLUTION

Security - Confidentiality & Privacy



legal.Airia.com

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.

Dealing with Hallucinations & Misinformation in AI Tools

1. NO PII

Use “Party A/B” and general terms — never names, addresses, or other identifiers.

ALWAYS ANONYMIZE

2. Turn Off Memory

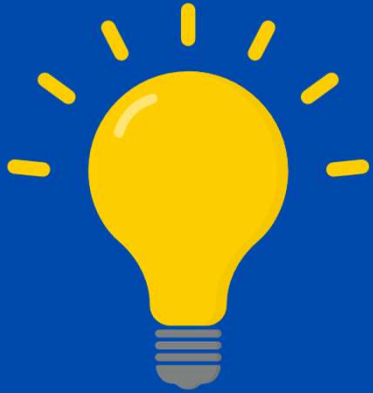
Disable ChatGPT memory or use incognito mode for sensitive content.

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.

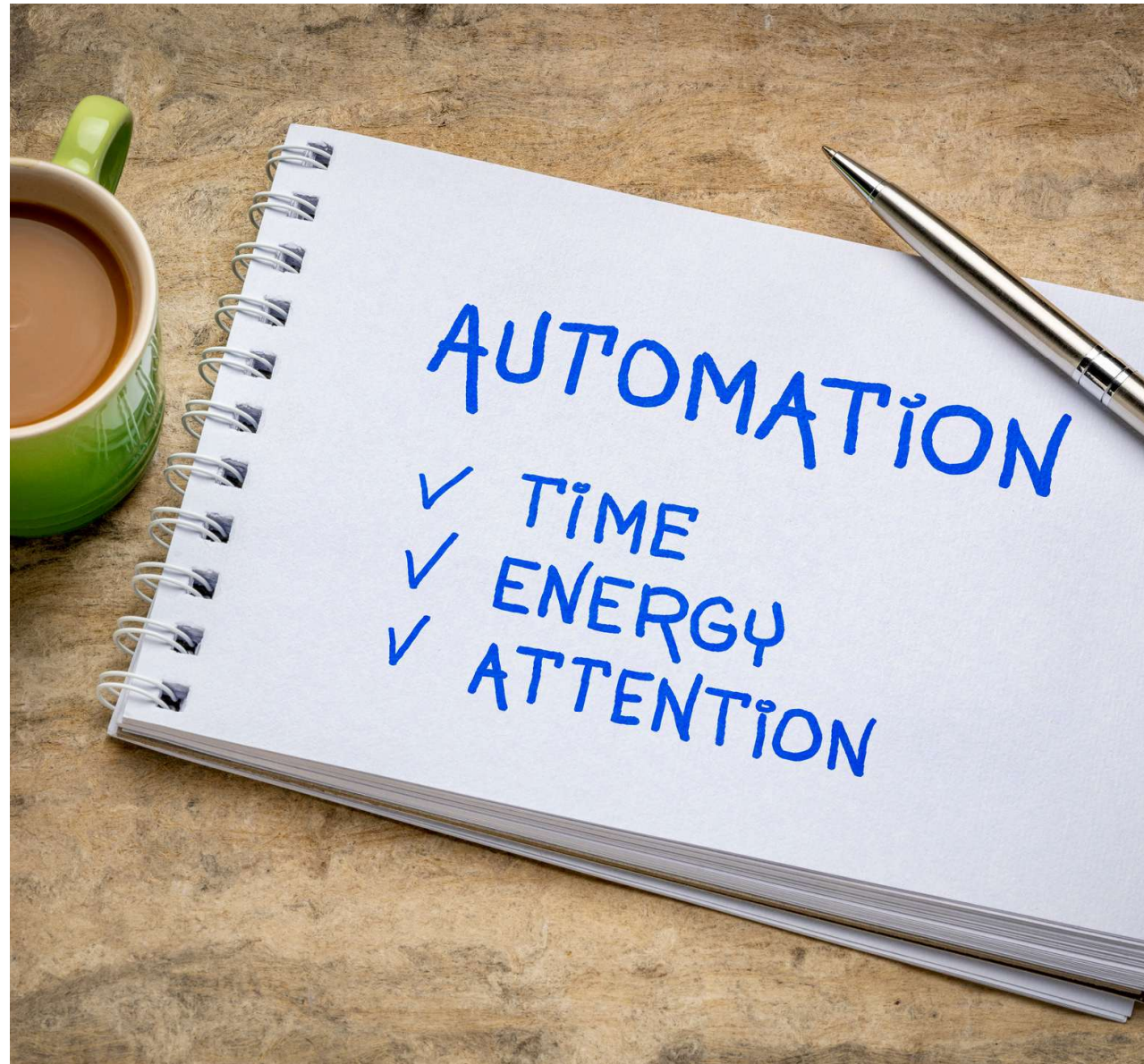


WHAT'S WORKING FOR MEDIATORS

WHAT'S WORKING

AUTOMATION in Practice Management

- Calendar and Scheduling Management
- Case Management and Workflow Automation
- Client Intake and Screening
- Document Generation and Templates
- Billing and Financial Management



WHAT'S WORKING

EFFICIENCY in Preparation and Process

- Legal Research
- Pre-Mediation Prep
- Document and Note Management
- Drafting and Follow-Up



WHAT'S WORKING

SUPPORT In-Session

- Option Generation and Analysis
- Note-Taking and Summarization
- Risk Analysis
- Decision Trees
- Visual Aid Prep



WHAT'S WORKING

WRAP-UP Post-Mediation

- Drafting Memoranda of Understanding (MOUs) and Settlement Agreements
- Generating Session Summaries and Recap Notes
- Organizing and Archiving Case Materials





4 THINGS TO DO NOW

Make verification non-negotiable

- “No cite, no use.” Every AI output gets source-checked. **HUMAN REVIEWED EVERY TIME**

Install bias guardrails

- Anonymize prompts (Party A/B), run quick swap tests, disable memory/personalization for casework, and add a 60-second “bias scan” to every key deliverable.

Train by doing, not by talking

- Develop AI literacy with HANDS-ON USE.

Go secure-by-default

- Adopt an enterprise AI policy / Purchase enterprise program



Homework Lab: Put the Four Big Moves Into Practice (90 minutes)

Why this matters

You'll leave the program with concepts. This lab turns them into **repeatable workflows** you can use tomorrow: verify outputs, guard against bias, train by doing, and work in a secure-by-default setup.

What you need to do this homework (pick one secure option)

- **Enterprise/privileged environment** (recommended): Microsoft Copilot (M365 E5/Purview), Lexis+ AI, Westlaw's AI tools, Casetext CoCounsel, or your firm's approved platform.
- **If you only have a consumer tool** (think ChatGPT or Gemini): Use **synthetic facts only** (no client identifiers). Turn off history/memory. Do not paste confidential information.

The Practice Scenario (Made-Up Facts for Hands-On Practice)

You're mediating a **business contract dispute** between Party A (supplier) and Party B (retailer) over late deliveries and withheld payments (\$180,000 at issue). Parties want speed, face concerns about cash flow, reputation, and ongoing business.

Exercise 1 — Make Verification Non-Negotiable (≈25 min)

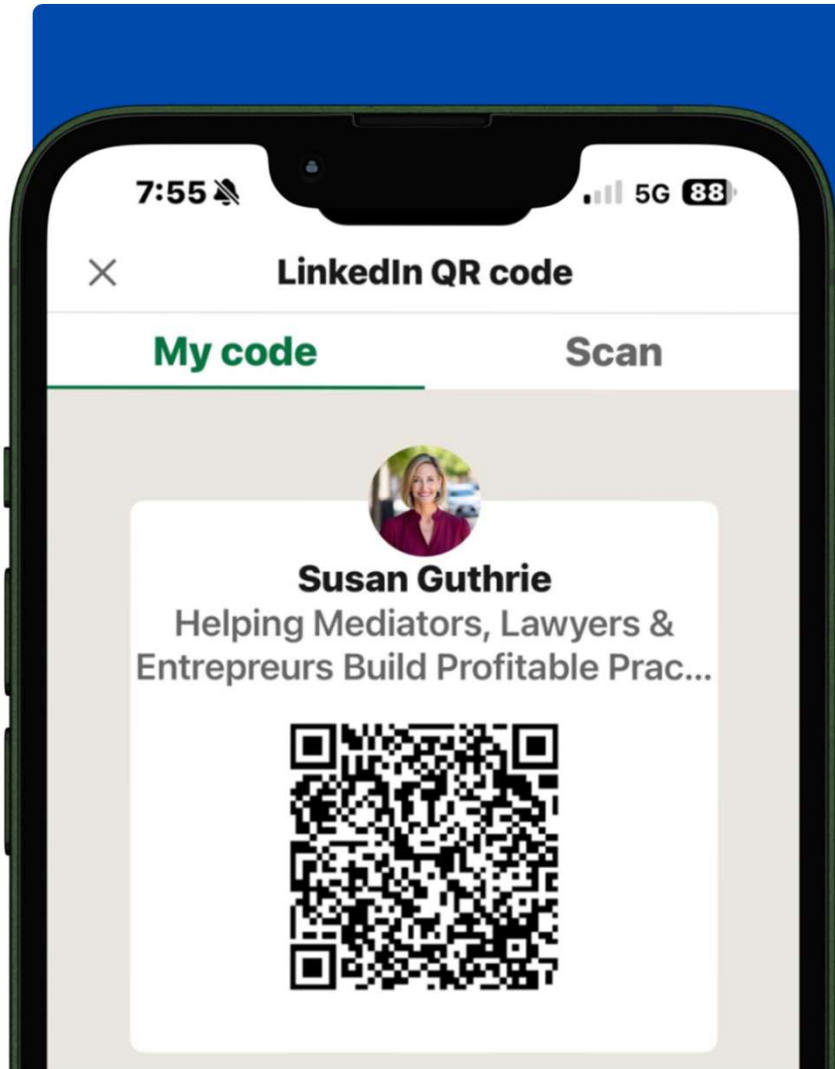
Goal (the "why")

Experience the **full verify loop** so "no cite, no use" becomes muscle memory.

Task

1. Ask AI for a **neutral settlement options memo** (150–200 words) and **one sample clause** for a payment plan with milestones, interest, and non-disparagement.

HOMework



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LET'S
CONNECT