

## Can Artificial Intelligence Mediate Disputes?

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Artificial Intelligence (AI) has long been a threat to jobs in various industries. As AI becomes more advanced, it increasingly automates roles, making human participation unnecessary in areas such as customer service, clerical work, and more. AI has already taken jobs from humans, and with time and technological advancement, AI will likely be capable of performing jobs traditionally dominated by humans.

AI has also demonstrated its potential to fulfill the role of a mediator. A mediator plays an important role in the dispute resolution process by serving as an impartial third-party whose role is to help the parties overcome their dispute and reach an agreeable settlement. A mediator's job duties include encouraging conversations, asking questions, helping the parties understand different perspectives, facilitating negotiation, and inventing solutions. AI has shown its capabilities in effectively executing each of a mediator's tasks. AI encourages conversations, asks questions, helps individuals, negotiates, invents solutions, and much more; demonstrating its ability to help with human decision-making in a mediation.

Furthermore, AI offers many advantages to mediation. Most importantly, it can enhance the mediation process by making it more efficient, neutral, and less biased. Although human mediators are not supposed to be biased, there are always implicit biases that can unintentionally affect a mediator's judgment. However, at this point in time, AI faces certain limitations which creates challenges for using it in mediation. One specific challenge is that AI hallucinates by generating false information and by creating its own facts in past situations. If this were to happen during a caucus, it could significantly impede the entire mediation process.

In sum, AI has the potential to improve mediation, but this positive attribute is not without limitations. As AI's presence in our daily lives continues to grow, I am confident that it will play a significant role in mediating disputes in the future.

For more information, check out the full article [here!](#)