November 17, 2025

To: Members of the Association of Missouri Mediators
From: John Lande
Re: More information about AI and RPS Coach

Thanks very much for inviting me to present at your annual conference on Friday. I really enjoyed it.

This memo provides more information about some issues that came up in our conversation.

First, here are the powerpoint and chat transcript from the conference presentation.

RPS Coach provides a set of brainstorming options. Mediators might think of some of them on their own, though not as quickly or comprehensively. It also provides ideas we might not have thought of. For example, I wouldn't have thought of all the ideas in the homeowners association case. There aren't "right" answers – only options to use, adapt, or discard. It's up to the users – not Coach or AI generally – to decide what's right for them.

Coach is a free service. To use it, read this two-page user guide, which includes a link to Coach.

Some folks expressed understandable anxiety about this newfangled AI technology. I wrote the following two short pieces that might help address those feelings:

- Technology and Me and You: Getting Comfortable with AI. This describes my surprising dive into AI despite my longstanding caution about adopting new technology. I describe how AI – and specifically RPS Coach – has proved to be unexpectedly valuable for me. It suggests how people can become comfortable using AI, describing how they can overcome hesitation and use AI productively. Rather than treating AI as a black box or magic solution, it emphasizes the importance of human control, iterative prompting, and critical judgment in generating useful results.

- How I Learned to Stop Worrying and Love the Bot: What I Learned About AI and What You Can Too. This article outlines a framework to improve AI literacy among dispute resolution practitioners, parties, ADR program managers, faculty, students, and scholars. It highlights emerging trends and offers practical suggestions and resources to promote AI literacy and the responsible integration of AI into their work.

Here are two pieces with suggestions about how to write good prompts – the key to using AI confidently and getting valuable results.

- [Getting the Most from AI Tools: A Practical Guide to Writing Effective Prompts](#). This article helps users write effective prompts and engage productively with AI tools. It offers role-specific prompt suggestions for mediators, attorneys, disputants, ADR program managers, law school faculty, students, and scholars.

- [The Art of AI Prompting in Law and Dispute Resolution Practice](#). This article encourages practitioners to begin by selecting AI tools appropriate to their tasks, such as general-purpose platforms or specialized AI tools listed in the article. It explains how to write effective prompts, use follow-up questions to refine outputs, and apply professional judgment when reviewing results. It includes a list of suggested follow-up prompts including some that can be used throughout the life of a case, from preparation to post-session reflection. It also discusses ABA Formal Opinion 512, mentioned in the program, with a link to that opinion.

The following two pieces provide a broader understanding about how AI will be used in ADR and society generally. AI creates benefits and risks, and it's important to think clearly about this.

- [When AI Comes to the Table: How Tech Tools Will Change ADR](#). This article explores how an expanding range of AI tools will influence negotiation, mediation, arbitration, and related processes. It identifies seven categories of emerging tools – from dispute prevention and practitioner preparation to education and platform integration.

- [Thinking Like Mediators About the Future of AI](#). This short essay calls for a balanced analysis of AI's risks and benefits, drawing on familiar dispute resolution practices like careful consideration of situations, interests, and options. It highlights the differences between individual and societal impacts of AI use on the environment and education. It encourages the kind of reflection and dialogue that dispute resolution experts generally recommend.

I continue to write a lot about AI. The following is an annotated bibliography about my publications, most of which are short practical blog posts and articles.

- [RPS Coach Project: A Growing Library About a Valuable AI Tool](#). This summarizes articles and blog posts that present the theory, knowledge base, and functions of RPS Coach, along with practical guidance for using AI in dispute resolution, writing, and legal education. It includes links to each publication and is updated as new work is published.

If people want to use AI regularly and can afford it, I encourage getting a paid account to a tool like ChatGPT, which costs $20 / month. The versions of tools on free accounts generally aren't as good and they have annoying limits on usage.

I use AI for lots of personal matters like getting health information, tech support, vacation planning, recommendations about movies and books, and lots more.

I invite people to [email me](#) if they would like to follow up about any of this.