

1. Accessible

Confirm individually with each party their willingness to use technology for the session. Ensure both you and each participant have an effective connection (e.g. audio clear, adequate lighting, good bandwidth). Use a videoconferencing platform that is free to parties, reliable, and easy to log into. Send reminders to parties with log in information a minimum of two days before and two hours before the scheduled start time.

1. 无障碍

与各方分别确认他们愿意使用技术参加会议。确保双方及其每个参与者都有有效的连接（例如，清晰的音频、充足的照明、良好的带宽）。使用对各方免费，可靠且易于登录的视频会议平台。使用对各方免费，可靠且易于登录的视频会议平台。至少在预定开始时间的两天前和两小时前向各方发送提醒登录信息。

2. Competent

Practice the software you are using before you utilize it with your parties and offer to try it out with the parties individually in advance of the session. Inform parties what technology will be employed prior to the session. Learn the additional ethical obligations that come along with mediating over video (see links below) as well as addressing the parties' ethical obligations for video mediation in your ground rules.

2. 胜任

在与各方一起使用该软件之前，请先练习所使用的软件，然后，在会议开始前主动与各方进行尝试。通知当事方将在使用之前使用什么技术会议。了解通过视频进行调解伴随的其他道德义务（请参见下面的链接）以及在基本规则中解决当事方在视频调解方面的道德义务。

3. Confidential

Let the parties know you will not record video or audio in your online mediations. Get a written commitment from the parties in advance that they will not record audio or video as well, nor take screen shots. If parties want to show a document or photo in the session have them share their screen and show it instead of emailing it to other participants. Once all parties have joined, lock the room so others cannot join in.

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4. Fair/Impartial/Neutral

Begin the session with everyone's video and microphone on, as if they were in the room. If one party disconnects, suspend the session until they can re-join. If a party's audio cuts out or becomes distorted, notify them once the audio resumes and ask them to repeat what was said during the outage. Always have a back-up option for sound, for instance dialing in by phone. Join 10 minutes early to troubleshoot any problems.

4. 公平/公正/中立

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5. Secure

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The International Council for Online Dispute Resolution 网上争议解决国际委员会

www.icodr.org

April 2020 2020 年 4 月

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ICODR ODR Training Components 网上争议解决国际委员会培训组成部分

网上争议解决概述、定义、历史记录和上下文

网上争议解决的类型

1. Online Dispute Resolution: Definition and Basic Techniques (4 hours)

网上争议解决：定义和基本技巧（4 小时）

ODR overview, definition, history, and context 网上争议解决概述、定义、历史和背景

Types of ODR 网上争议解决类型

- Negotiation • 谈判

- Mediation • Evaluation / Arbitration (both binding and non-binding) • Algorithmic resolutions (the Fourth Party) • 调解 • 评估/仲裁（具有约束力和不具有约束力） • 算法解决方案（第四方）

ODR communication types 网上争议解决通讯类型

- Synchronous (e.g. video, audio, text chat, simultaneous collaboration) • Asynchronous (e.g. discussion forums, email) • 同步（例如，视频、音频、文本聊天、同时协作） • 异步（例如，讨论论坛、电子邮件）

Adapting offline ADR techniques to the online environment 使离线 ADR 技术适应于在线环境

Key ODR Practitioner skills (e.g. technology management, summarizing, balancing power differentials)

网上争议解决执业者的关键技能（例如技术管理、总结、平衡功率差异）

2. Practice (6 hours) 练习（6 小时）

ODR Platform try outs, walk throughs, and testing

网上争议解决平台试用、演练和测试

Video dispute simulation 争议视频模拟

Audio dispute simulation 争议音频模拟

Text-based dispute simulation (chat or asynchronous) 基于文本的争议模拟（聊天或异步）

Managing party expectations and encouraging participation 管理争议方期望并鼓励参与

3. Best Practices (6 hours) 最佳做法（6 小时）

Preparing for and conducting an online mediation 准备和进行在线调解

Preparing for and conducting an online arbitration 准备和进行在线仲裁

Dispute System Design, integration, and platform selection 争议系统设计、集成和平台选择

Ensuring ongoing quality in ODR (feedback, credentialing, and regulation)

确保 ODR 的持续质量（反馈、证书和法规）

Privacy, security, data protection, and legal issues in ODR

网上争议解决中的隐私权、安全性、数据保护和法律问题

4.Ethics (4 hours) 道德准则（4 小时）

ODR Ethics (ICODR Standards and NCTDR ODR Ethical Principles)

网上争议解决道德准则（网上争议解决国际委员会标准和技术与争议解决国家中心道德原则）

网上争议解决

Diversity and cross-cultural communication online 在线多样性和跨文化交流

Digital accessibility and disability accommodations 数字无障碍和残障人士设施

Party psychology and common online behaviors 当事人心理和常见的在线行为

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Participants should receive ADR training prior to (or in combination with) this training

参与者应在此培训之前（或与之结合）接受 面对面 ADR 培训

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