

1. Accessible

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1. 無障礙

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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. 勝任

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3. Confidential

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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 網上爭議解決國際委員會

www.icodr.org

April 2020 2020 年 4 月

ICODR's Ethical Standards:<https://icodr.org/standards/>

網上爭議解決國際委員會的道德標準：<https://icodr.org/standards/>

NCTDR's Ethical Principles:<http://odr.info/ethics-and-odr/>

NCTDR 科技與爭議解決國家中心的道德原則：<http://odr.info/ethics-and-odr/>

ICODR ODR Training Components 網上爭議解決國際委員會培訓組成部分

網上爭議解決概述、定義、歷史記錄和上下文

網上爭議解決的類型

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

網上爭議解決：定義和基本技巧（4 小時）

ODR overview, definition, history, and context 網上爭議解決概述、定義、歷史和背景

Types of ODR 網上爭議解決類型

•Negotiation•談判

•Mediation•Evaluation / Arbitration (both binding and non-binding) •Algorithmic resolutions (the Fourth Party) •調解•評估/仲裁（具有約束力和不具有約束力）•算灋解決方案（第四方）

ODR communication types 網上爭議解決通訊類型

•Synchronous (e.g. video, audio, text chat, simultaneous collaboration) •Asynchronous (e.g. discussion forums, email) •同步（例如，視頻、音訊、文字聊天、同時合作）•非同步（例如，討論論壇、電子郵件）

Adapting offline ADR techniques to the online environment 使離線 ADR 科技適應於線上環境

Key ODR Practitioner skills (e.g. technology management, summarizing, balancing power differentials) 網上爭議解決執業者的關鍵技能（例如科技管理、總結、平衡功率差異）

2. Practice (6 hours) 練習（6 小時）

ODR Platform try outs, walk throughs, and testing

網上爭議解決平臺試用、演練和測試

Video dispute simulation 爭議視頻類比

Audio dispute simulation 爭議音訊類比

Text-based dispute simulation (chat or asynchronous) 基於文字的爭議類比（聊天或非同步）

Managing party expectations and encouraging participation 管理爭議方期望並鼓勵參與

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

Preparing for and conducting an online mediation 準備和進行線上調解

Preparing for and conducting an online arbitration 準備和進行線上仲裁

Dispute System Design, integration, and platform selection 爭議系統設計、集成和平臺選擇

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

確保 ODR 的持續質量 (迴響、證書和法規)

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

網上爭議解決中的隱私權、安全性、數據保護和法律問題

4.Ethics (4 hours) 道德準則 (4 小時)

ODR Ethics (ICODR Standards and NCTDR ODR Ethical Principles)

網上爭議解決道德準則 (網上爭議解決國際委員會標準和科技與爭議解決國家中心道德原則)

網上爭議解決

Diversity and cross-cultural communication online 線上多樣性和跨文化交流

Digital accessibility and disability accommodations 數位無障礙和殘障人士設施

Party psychology and common online behaviors 當事人心理和常見的線上行為

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

參與者應在此培訓之前 (或與之結合) 接受面對面 ADR 培訓

ICODR Video Arbitration Guidelines 網上爭議解決國際委員會視頻仲裁指南

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