

ICODR ODR Training Components

Participants should receive F2F ADR training prior to (or in combination with) this training

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

ODR overview, definition, history, and context

Types of ODR

- Negotiation
- Mediation
- Evaluation / Arbitration (both binding and non-binding)
- Algorithmic resolutions (the Fourth Party)

ODR communication types

- Synchronous (e.g. video, audio, text chat, simultaneous collaboration)
- Asynchronous (e.g. discussion forums, email)

Adapting offline ADR techniques to the online environment

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

2. Ethics (4 hours)

ODR Ethics (ICODR Standards and NCTDR ODR Ethical Principles)

Diversity and cross-cultural communication online

Digital accessibility and disability accommodations

Party psychology and common online behaviors

3. Best Practices (6 hours)

Preparing for and conducting an online mediation

Preparing for and conducting an online arbitration

Dispute System Design, integration, and platform selection

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

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

4. Practice (6 hours)

ODR Platform try outs, walk throughs, and testing

Video dispute simulation

Audio dispute simulation

Text-based dispute simulation (chat or asynchronous)

Managing party expectations and encouraging participation

ICODR

THE INTERNATIONAL COUNCIL
FOR ONLINE DISPUTE RESOLUTION

The International Council for Online Dispute Resolution

www.icodr.org

April 2020

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

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