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

The International Council for Online Dispute Resolution
www.icodr.org
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ICODR’s Ethical Standards: https://icodr.org/standards/
NCTDR’s Ethical Principles: http://odr.info/ethics-and-odr/