

Online Dispute Resolution Training



Online Dispute Resolution (“ODR”) is a process that combines the core competencies of mediation with the power of the internet. The traditional mediation model involves ‘face to face’ dialogue and physical meetings. But this does not necessarily suit all cases. Geographic restriction, financial constraint and speed of communication are just some of the factors that can be overcome by conducting mediation online. The internet has transformed modern day business. The internet will transform and support the future of dispute resolution.

This programme is designed for the ADR professional who wishes to offer an additional mediation capability. Successful completion of the course will enable you to conduct mediation sessions online or as a tool to support preparation of traditional face to face mediations.

The Programme:

This web-based programme guides participants through ODR by covering the process and core competencies. Communication techniques and strategies for the online environment will be developed. Practical mediation simulations are supported by assessment and feedback. The programme has been jointly developed by **The Mediation Room** and ADR Group.

The programme comprises of three sections:

Section 1: Preparation for the on-line mediation environment

Section 2: Core competencies and communication techniques with practical guides for all mediation phases

Section 3: Mediation management and final assessment (simulated mediation)

The programme is delivered through **The Mediation Room's** platform which is the underlying software used by ADR Group for conducting live online mediations. In this way, delegates will not only build knowledge and skills required to conduct online mediation, but also develop practical experience in using the software.

This programme does **not** provide accreditation as a mediator and is ideally suited as follow-up training to ADR Group’s Civil and Commercial Foundation Mediation training (or other recognised mediation accreditation course). To allow for flexible approaches to learning, it is possible (although not recommended) for someone to complete ODR training and then backtrack to undertake foundation training.

Learning Outcomes:

- How to develop trust in the unseen mediator
- To understand the range of appropriate procedures and techniques for communication and time management
- How to adapt discourse for the online environment
- How to use ODR as mediation preparation tool in ‘face to face’ mediation
- Details of available ODR systems, current trends, benefits and limitations
- How to market your ODR skills in all areas

Who Should Undertake the Programme?

ADR Professionals (about to complete their training or already practicing a mediator)

Coaching and Assessment:

Each delegate will be assigned an online coach from the ADR Group Training Faculty. Feedback and mentoring will be provided online within each trainee's own private and secure web-file. Final course assessment will be conducted by an independent assessor. Delegates who successfully complete the programme will be awarded ADR Group's Certificate of Accreditation in Online Mediation.

Membership:

On completion of the ODR training delegates will be offered the opportunity to join the international ODR panel.

Programme Fee:

£375 plus VAT per delegate, with ADR Net members receiving a 10% discount on the above charge.

Continuing Professional Development:

The CPD allocation for the course is 16 CPD hours as recognised by the Law Society of England and Wales, Bar Council and ADR Group's panel membership requirement.