

Mediating Online Training

Friday, July 26th *Introducing ODR*

1:30pm – 3:00pm

Introductions

Training Course Description + Goals

What is ODR?

Types of ODR

History of ODR

2:45pm – 3:00pm break

3:00pm – 3:15pm

Exercise: Common ODR scenarios + Debrief

Being an ODR Practitioner

Translating offline skills to online

 The communication spectrum

 Online communication options

Addressing current disputes with ODR options

Discussion with Laurie Mikkelson, Court ADR Administrator, Santa Clara County

4:45pm – 5:30pm

Scenario: ADR fishbowl vs. ODR fishbowl

Differences + Similarities

6pm – 8pm

Welcome Reception

Saturday, July 27th *Mediating Online*

9:00am – 10:15am

Demo the Modria platform
Demo MeetingSpace platform
Introducing the CREK platform
Core functionality

- intake
- caucuses
- agreements

10:15am – 10:30am break

10:30am – 11:15am

eCommerce simulation: AirBNB host & guest dispute
Debrief

11:15am – 12:00pm

Primary application areas for ODR

- e-commerce (b2b, b2c / items, services); insurance; workplace
- government

Current systems: how do they work?

12:00pm – 1:00pm lunch

1:00pm – 2:30pm

Online active listening
Workplace simulation
Debrief

2:30pm – 2:45pm break

2:45pm – 3:30pm

Fundamentals of ODR System Design
Applying DSD elements

3:30pm-5:00pm

Online reframing
Family simulation
Debrief

7:00pm – 9:00pm

No Host Participant Dinner

Sunday, July 28th *Best Practices for Online Mediators*

9:00am – 10:30am

Ethical dilemmas for online practitioners

 What cases to take?

 How to deal with threats?

Opening statements / groundrules

Best practices

Technical support for mediators

Relationships with case managers

ODR Ethical Scenarios + Debrief

10:30am – 10:45am break

10:45am – 12:00pm

Insurance simulation

Debrief

12:00pm – 1:00pm lunch

1:00pm – 2:30pm

Core ODR Practitioner Skills

- ODR advantages / disadvantages
- Neural plasticity + cooling distance
- Using caucuses
- Moving ADR online
- Core ODR skills
- Writing effective agreements

Writing agreements joint exercise

2:30pm – 2:45pm break

2:45pm – 3:30pm

Class Action simulation -- algorithmic

Debrief

3:30pm – 5:00pm

Next steps

Ongoing skills refinement

Getting case assignments

ODR events + opportunities

Conclusion and wrap up