Mediating Online Training

Friday, July 26th  Introducting 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