



Introduction to Online Dispute Resolution [Intro to ODR]

Course Content and Overview

Course Content:

- 10 Video Lectures – lectures cover the following:
 - What is Online Dispute Resolution?
 - Who uses Online Dispute Resolution?
 - History of Online Dispute Resolution
 - Styles of Online Dispute Resolution
 - What disputes are appropriate for Online Dispute Resolution?
 - Types of Dispute Resolution Processes
 - Screening for Appropriateness and Safety Considerations
 - Benefits of Online Dispute Resolution
 - Platform Options
 - Selecting a Platform
 - Overview of using Zoom for Online Dispute Resolution
 - Overview of using WebEx for Online Dispute Resolution
 - Overview of using Teams for Online Dispute Resolution
 - Ongoing Professional Development for using Online Dispute Resolution
 - Advertising and Marketing for Online Dispute Resolution Services
 - Further considerations for practicing Online Dispute Resolution
- Slide deck to accompany video lectures
- Workbook – workbook includes:
 - Instructions for basic use of Zoom
 - Instructions for basic use of WebEx
 - Instructions for basic use of Teams
 - 6 Practice Activities for using Zoom
 - 6 Practice Activities for using WebEx
 - 6 Practice Activities for using Teams
- Suggested Roleplay Scenarios for Online Dispute Resolution Practice