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# ONLINE DISPUTE RESOLUTION

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ADR ODR International are leading providers in online mediation  
to complement your mediation accreditation.

[WWW.ADRODRINTERNATIONAL.COM](http://WWW.ADRODRINTERNATIONAL.COM)



## COURSE OVERVIEW

Have you ever wanted to work from home? Mediating online can allow you to work from the peace and comfort of your own home and provide your clients with a quick and accessible form of dispute resolution. Online mediation offers convenience to both the mediator and the parties and allows the parties in particular, to participate when they have time.

It is an innovative training making mediation more accessible in a rapidly digitilising world.

## COURSE AIMS

This 6-hour course aims to provide the training needed to refine and adapt existing mediation skills to become more compatible with the increasing incorporeal digital forums around us.

This course allows you not only to train online but to also learn how to mediate online and discuss why online mediation is the way forward. During the course you will have access to online dispute resolution specialists reviewing your performance.

## WHO SHOULD PARTICIPATE

This course is designed for mediators who would like to become qualified online mediators.



# COURSE STRUCTURE

The course will run for a total of six hours and it will be split-up into three modules. Once successfully completed this course will accredit you to mediate your own disputes online.

## **Module 1 - Introduction to Online Mediation**

In order to introduce you to online mediation, we will cover how to use Zoom for online mediation. We will discuss the tools and technologies required for a successful online mediation.

Additionally, we will consider the advantages of bringing mediation online in this rapidly digitalizing world.

Module 1 will be concluded with some top tips of the lead trainer.

## **Module 2 - Practising Online Mediation Skills**

The delegates will undertake commercial role-plays to understand how to create a digital online mediation presence. We will look at transferring face-to-face mediation skills, online and we will consider how to create "digital empathy".

The delegates will participate in three online mediations (1 hour each). Participants are given the opportunity to play the role of the mediator and observer to understand both perspectives of online mediation.

## **Module 3 - Personalised Feedback**

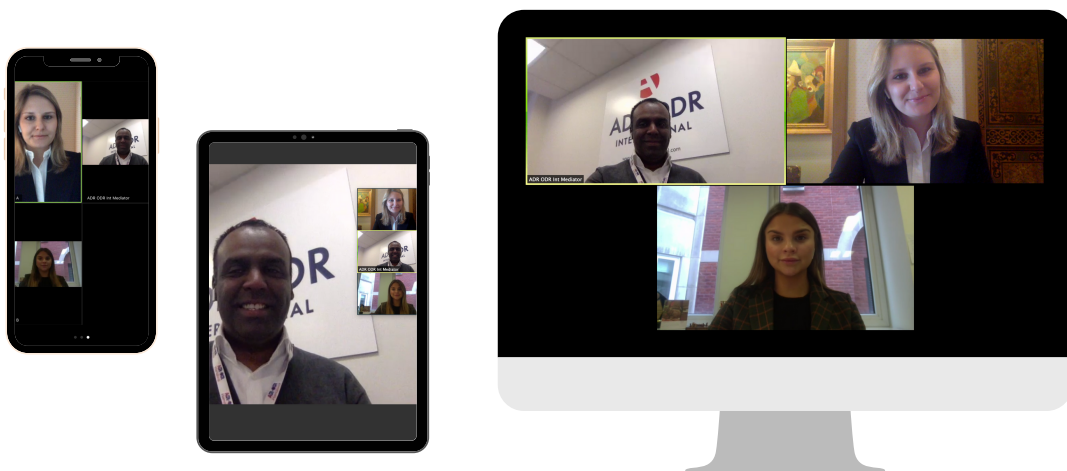
Finally, the trainer(s) gives feedback and advise on next steps to enter online mediation practice.

## LOCATION OF THE COURSE

This 6-hour course will be held online, permitting you take part from the comfort of your own home or office, from anywhere around the world.

You will connect via the video conference tool, Zoom. You will be able to access Zoom with your computer, tablet or phone.

The zoom call will allow the delegates to see and hear the other delegates and the trainer(s) without having to travel to the same place.



## ZOOM INSTRUCTIONS

All you have to do is download Zoom from: <https://zoom.us/>. Once you have your account created you can hold any conferences on it online.

The trainer will create a link, which will be an invitation for you to join the course. The link will be sent to you one or two days before the start of the course.

Once you have received the link via e-mail you will be able to click on the link and it will bring you to the Zoom platform, however, this will only work at the exact time and on the agreed date of the ODR course.





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# ENROLLING ON THE COURSE

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To book a place on our courses, please visit:  
<https://www.adrodrinternational.com/odr-courses>.