

CIAN's Best Practices for Online Dispute Resolution

- ✓ Understand the unique strengths and limitations of Online Dispute Resolution (ODR). Do not use ODR if it is not the most appropriate tool for the conflict. If ODR is deemed appropriate, allow for the session to change to a face-to-face one if that is deemed more appropriate later.
- ✓ Provide access to the most easily-accessible communication technology (discussion forums, video conferencing, etc.) which is most suitable for the situation. Practice using the technology in advance of the session; coach the parties on how to use it; and be available to trouble-shoot throughout the entire process.
- ✓ At the start of the session check-in with the parties that they are in a comfortable, private room where they can remain uninterrupted for the duration of the session.
- ✓ Because recording of online sessions is easy with modern communication technologies, maintain the same or higher levels of confidentiality and privacy that you would afford to the parties in a face-to-face session.
- ✓ Alter your use of technology to match the specific dynamics of the case (for example, if seeing the other parties will make one party feel uncomfortable allow them to turn off their webcams).
- ✓ Always encourage clear, 2-way communication and accommodate for any limitations to communication created by ODR (echo, distortion, lack of seeing body language, etc.).
- ✓ Undertake continual monitoring and reflective practice by asking the parties to evaluate the session(s) and then make any needed changes or adjustments.

I agree to abide by CIAN's Best Practices for Online Dispute Resolution!

