Training course on Online Dispute Resolution (ODR)

Professional Development Training Course Outline

Category	Legal Institute	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Training Course on Online Dispute Resolution (ODR) is designed to provide participants with a comprehensive understanding of the legal frameworks, methodologies, and technologies involved in resolving disputes online. As the digital landscape continues to evolve, ODR has emerged as a crucial alternative to traditional dispute resolution methods, offering efficiency and accessibility in handling conflicts. This course addresses the complexities of ODR, including the use of technology, regulatory considerations, and best practices for effective online dispute resolution. Throughout this course, participants will explore key concepts such as mediation, arbitration, negotiation, and the role of technology in facilitating ODR. The curriculum integrates theoretical knowledge with practical applications, featuring case studies, discussions, and hands-on exercises that allow participants to engage critically with the material. By the end of the training, participants will be well-prepared to implement ODR processes in their organizations and advocate for effective online dispute resolution strategies.

Programme Curriculum

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Course Objectives

1. Understand the fundamentals of Online Dispute Resolution (ODR).
2. Analyze key legal frameworks governing ODR.
3. Explore the different methodologies used in ODR.
4. Evaluate the role of technology in dispute resolution.
5. Assess the advantages and challenges of ODR.
6. Communicate effectively about ODR concepts.
7. Identify best practices for implementing ODR systems.
8. Conduct assessments of ODR platforms and tools.
9. Understand international standards for ODR.
10. Explore case studies of successful ODR implementations.
11. Foster collaboration among stakeholders in ODR.
12. Develop strategies for effective ODR processes.
13. Stay informed about emerging trends in online dispute resolution.

Target Audience

1. Legal professionals specializing in dispute resolution
2. Mediators and arbitrators
3. IT professionals involved in ODR technology
4. Compliance officers in organizations
5. Policy makers in legal reform
6. Corporate legal counsel
7. Graduate students in law or conflict resolution
8. Non-profit leaders focused on access to justice

Course Duration: 10 Days

Course Modules

Module 1: Introduction to Online Dispute Resolution (ODR)

- Overview of ODR and its significance in modern dispute resolution.
- Key terminology and concepts in ODR.
- Understanding the evolution of dispute resolution methods.
- Discussion on the benefits of using ODR.
- Case studies on notable ODR applications.

Module 2: Legal Frameworks Governing ODR

- Examination of laws and regulations affecting ODR.
- Understanding the enforceability of ODR agreements.
- Evaluating compliance with international standards.
- The role of international treaties in ODR.

- Case studies on legal challenges in ODR.

Module 3: ODR Methodologies

- Overview of various ODR methodologies (mediation, arbitration, negotiation).
- Understanding the process of online mediation and arbitration.
- Evaluating the effectiveness of each methodology.
- The role of facilitator and arbitrator in ODR.
- Case studies on effective ODR methodologies.

Module 4: Technology in ODR

- Understanding the role of technology in facilitating ODR.
- Evaluating ODR platforms and tools.
- The importance of cybersecurity in ODR processes.
- Exploring the use of AI and automation in dispute resolution.
- Case studies on innovative ODR technologies.

Module 5: Advantages and Challenges of ODR

- Analyzing the benefits of ODR for parties involved.
- Identifying common challenges and limitations of ODR.
- Understanding participant engagement in online environments.
- Evaluating cultural considerations in ODR.
- Case studies on challenges faced in ODR processes.

Module 6: Best Practices for Implementing ODR

- Techniques for designing effective ODR processes.
- Setting up ODR systems and platforms.
- Engaging stakeholders in the ODR implementation process.
- Measuring success and effectiveness of ODR initiatives.
- Case studies on successful ODR implementation.

Module 7: Assessing ODR Platforms and Tools

- Overview of key features to consider in ODR platforms.
- Evaluating usability and accessibility of ODR tools.
- Understanding data protection and privacy in ODR systems.
- The role of feedback and continuous improvement in ODR.
- Case studies on platform selection for ODR.

Module 8: International Standards for ODR

- Examination of international standards governing ODR practices.
- Understanding the role of organizations like UNCITRAL and ISO.
- Evaluating compliance with global ODR standards.
- The impact of standards on ODR effectiveness.
- Case studies on international ODR benchmarks.

Module 9: Future Trends in ODR

- Discussing anticipated changes in ODR legislation.

- Evaluating the impact of emerging technologies on ODR.
- Exploring the implications of virtual reality and blockchain for ODR.
- Understanding the role of public policy in shaping ODR.
- Case studies on future innovations in dispute resolution.

Module 10: Developing an ODR Strategy

- Techniques for creating a comprehensive ODR strategy for organizations.
- Setting goals and timelines for ODR implementation.
- Engaging teams and stakeholders in the ODR planning process.
- Measuring outcomes and adapting strategies over time.
- Presenting ODR strategies to organizational leaders for approval.

Module 11: Ethical Considerations in ODR

- Overview of ethical issues in online dispute resolution.
- Understanding confidentiality and privacy concerns in ODR.
- Evaluating the responsibilities of facilitators and arbitrators.
- The importance of informed consent in ODR processes.
- Case studies on ethical dilemmas in ODR.

Module 12: Evaluation and Feedback in ODR

- Techniques for evaluating ODR processes and outcomes.
- Understanding the role of participant feedback in improving ODR.
- Analyzing success metrics for ODR initiatives.
- The importance of continuous learning in ODR practices.
- Case studies on effective evaluation strategies in ODR.

Training Methodology

- **Interactive Workshops:** Facilitated discussions, group exercises, and problem-solving activities.
- **Case Studies:** Real-world examples to illustrate successful community-based surveillance practices.
- **Role-Playing and Simulations:** Practice engaging communities in surveillance activities.
- **Expert Presentations:** Insights from experienced public health professionals and community leaders.
- **Group Projects:** Collaborative development of community surveillance plans.
- **Action Planning:** Development of personalized action plans for implementing community-based surveillance.
- **Digital Tools and Resources:** Utilization of online platforms for collaboration and learning.
- **Peer-to-Peer Learning:** Sharing experiences and insights on community engagement.
- **Post-Training Support:** Access to online forums, mentorship, and continued learning resources.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

- Participants must be conversant in English.
- Upon completion of training, participants will receive an Authorized Training Certificate.
- The course duration is flexible and can be modified to fit any number of days.
- Course fee includes facilitation, training materials, 2 coffee breaks, buffet lunch, and a Certificate upon successful completion.
- One-year post-training support, consultation, and coaching provided after the course.
- Payment should be made at least a week before the training commencement to Fineskill Training Center account, as indicated in the invoice, to enable better preparation.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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