

ONLINE APPS for ADR EDUCATION



GUIDED RESOLUTION

EXECUTIVE SUMMARY

- Guided Resolution designs and custom builds web-based software applications that experientially educate tertiary students in Alternative Dispute Resolution ('ADR') practices.
- The online process introduces an innovative platform to teaching win/win negotiation techniques; one that is principled, objective, and recordable.
- Students require no pre-requisite knowledge or skills as the application ('App') provides a guided online preparation and interaction tool to augment their in-class sessions.
- The system's primary ADR reference model is interests-based negotiation ('IBN'), the same as what mediators use to establish a non-adversarial framework.
- Students are prompted to think about and categorise essential information early and thoroughly in order to promote productive engagement in face-to-face ('FTF') role-play exercises.
- The portal is available as white-labelled Software-as-a-Service that enables institutions to provide a branded web-tool to their end users.
- Clients receive subscription-based access to the software, including associated services such as secure hosting and support for the application, with no infrastructure installation required.
- Flexibility is built-in to customise the pathways and content to the subscriber's specifications.

ASYNCHRONOUS EXPERIENTIAL LEARNING TOOL

Asynchronous ('Different time, different place')

- Communication and collaboration over a period of time
- Allows students to vent issues and order their thoughts
- Time to think before progression
- Helps to contemplate dispute scenarios in different ways

Experiential ('Show, don't tell')

- Intuitive to use
- Students discover their BATNA, for example, by ordering alternatives
- Sequential steps heighten the forward, problem-solving focus
- The process itself separates people from the problem



DECONSTRUCTS CASE INFORMATION

In keeping with IBN principles, the App's framework of progressive steps, together with its easy-to-use series of 'shuffle-lists', deconstructs ADR case studies into a standardised format.

The process pathway mimics the structured communication approach favoured by practising mediators and draws on a selection of best practice ADR elements.

NON-ADVERSARIAL ELEMENTS

MEDIATION

Establish communication framework

- Orchestrate the engagement
- Set ground rules
- Vent, clarify and frame
- Formalise the outcome

NEGOTIATION

Open-up the conversation

- 'Unbundle' the issues
- Shift focus from 'positions'
- Explore interests and options
- Brainstorm for mutual gain

FACILITATION

Stimulate group collaboration

- Discussion 'whiteboard'
- Problem-solving question(s)
- Record master-list in full view
- Generate rating 'stars'

SELF-DIRECTED ONLINE ENGAGEMENT

Student

- Opportunity to prepare in advance of in-class sessions
- Portal entries garner ready discussion points for role-plays
- Helps order thoughts and set the scene for FTF interactions

Lecturer

- Models both IBN and mediation fundamentals within the single App
- Keeps in-class discussions focused and on track
- Easier to observe and mark student activity

Institution

- Promotes group collaboration outside the classroom
- Fewer infrastructures for experiential learning exercises
- Reduces teaching delivery costs

BENEFITS AT A GLANCE

- Experiential online tool conveniently available 24/7
- Can be rapidly introduced into teaching programs
- Allows greater flexibility in scheduling role-play exercises
- Filters and assembles case information into ready 'discussion points'
- Develops higher level thinking skills
- Augments FTF teaching for more productive class sessions
- Improves the student and lecturing experience

ADVISORY BOARD

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