

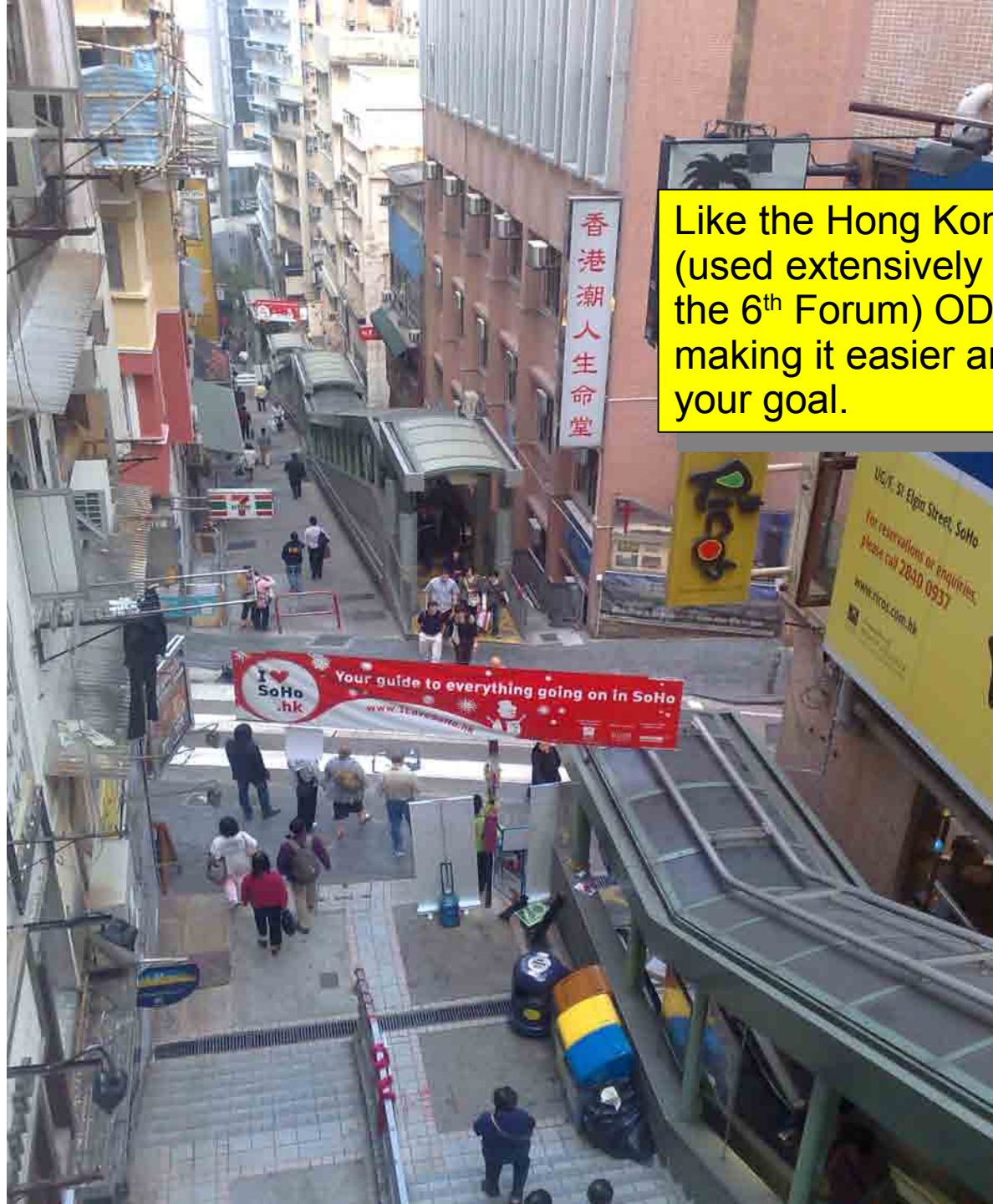


“See You Out of Court!”

Graham Ross

for the
7th International Forum on Online Dispute Resolution
Victoria, BC, Canada
18th and 19th June 2008

www.TheMediationRoom.com G.Ross@TheMediationRoom.com



Like the Hong Kong street escalator, (used extensively by participants in the 6th Forum) ODR is simply about making it easier and quicker to reach your goal.

16/F, St. Elgin Street, SoHo
For reservations or enquiries,
please call 2840 0937
www.nicos.com.hk

...and just the latest end point of a natural path





5th Forum quotes...

“ODR is becoming a priority for governments eager to promote e-commerce” Daewon Choi, the Chief of ICT Policy for the United Nations Economic and Social Commission for Asia and the Pacific

“I see ODR as becoming the predominant form for dispute resolution in e-commerce” Sir Brian Neill, QC, Kt – former Lord Justice of Appeal and Past President of the Civil Mediation Council

“ODR has the potential to fundamentally change the way litigators function and to become mainstream.” Richard Susskind, IT Advisor to the Lord Chief Justice

**Videos of some of the presentations available on
www.TheMediationRoom.com**



...technology for dispute resolution

in dispute?

Business disputes cost money, waste time, cause illness and ruin business relationships...and that's when you have a good case!

- * We resolve disputes in less time and at less cost than the courts.
- * We use pragmatic forms of resolution unavailable to a judge.
- * We can begin to resolve immediately in urgent case.
- * We work to preserve the future business relationship between the parties- something that is usually destroyed once the court papers are served.

.....and all this achieved straight from your PC/laptop.

[Why Mediate?](#) | [Mediate First](#) | [Our Services](#) | [About Us](#) | [Partner Program](#) | [For Mediators](#) | [Book a Mediator](#) | [Contact Us](#) | [User Guide](#)

25 March 2008

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navigation

[Home](#)

login

Username

Password

[Login](#)

[Forgotten your password?](#)

After login, left click your selected case and then click the View Case button.

If you use 'guest' for both the user name and password you will be able to walk through a demonstration case.



What we deliver

The Mediation Room announces the launch of a new negotiation competition for law students and which also incorporates and continues the successful ICODR competition. [Details here](#) 15/02/08

The European Consumer Centre in UK and Ireland have engaged The Mediation Room to run a six month pilot of cross border consumer disputes. The cases will be mediated and adjudicated by ourselves at [The Internet Ombudsman](#). Retailers will find participation less costly than fighting cases in the courts. Here is an article in the [Irish Examiner](#) 13/02/08

The [6th UNESCAP International Forum on Online Dispute Resolution](#) was held in Hong Kong on the 4th/5th December 2007. Presentations are not yet available online but [click here](#) for Graham Ross's presentation on ODR in the workplace. You can also see videos of all [the presentations of the 5th Forum](#). 17/12/07

[Hear](#) Colin Rule, Director of Online Dispute Resolution at eBay and PayPal, interview the founder of TheMediationRoom.com, Graham

The Mediation Room.com

- Software that enables client-branded ODR platforms to be rapidly built and hosted with:-
 - multiple collaborative forums
 - between groups of users
 - subject to user access privileges
- Anonymous brainstorming
- Audio-visual teleconferencing and desktop sharing
- Blind Bidding facilities
- Graphical reconstructions, medical graphics and movies
- Fully accredited distance training course

message board

I need to settle quickly. I will accept £24000, inclusive of special damages, if we settle this week.

claimant bid

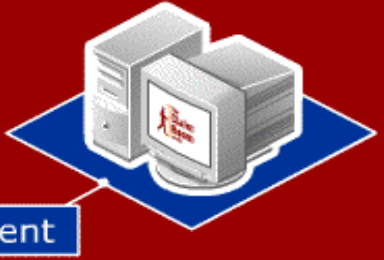
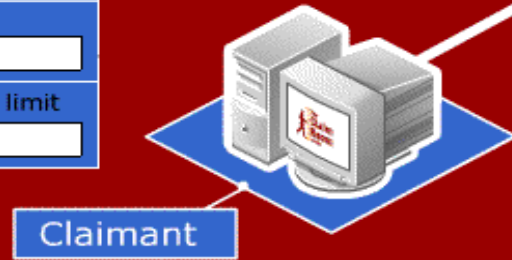
£30000

claimant value

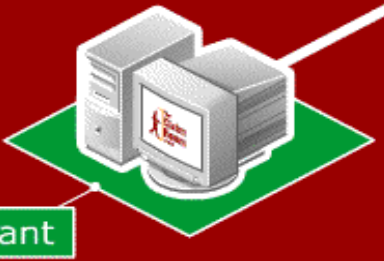
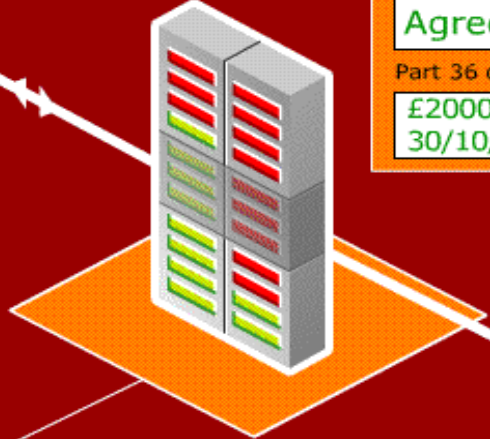
£25000

claimant bidding limit

£26000



TheClaimRoom.com



message board

A movie representing our blind bidding/forum tool

are agreed and payable in addition in the sum of £2000
Agreed

Part 36 offer
£20000 by def.
30/10/2000

Agreed bidding conditions

message board



defendant bid
£15000

defendant value
£24000

defendant bidding limit
£21000

Claimant client posts confidential request to his lawyer in private solicitor/client online communications area

A roleplay case on the platform built for Her Majesty's Court Service for the current court mediation pilot

26 February 2008

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navigation

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- [Outcome](#)
- [Mediator and Claimant](#)
- [Mediator and Defendant](#)**
- [Mediator and All](#)
- [My Private Notes](#)

logged in

Logged in as mediator.

[Logout](#)

After login, left click your selected case and then click the View Case button

[User Guide](#)
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Selected Discussion Area – can move from one to another.

Case file as seen from perspective of a Mediator

Mediator and Defendant | Refresh | Add Message

| CLASS | THROW AWAY | TITLE | DATE | FULL TEXT |
|----------------|------------|-------|------|-----------|
| Claimant | | | | |
| Defendant | | | | |
| Administrators | | | | |
| Mediator | | | | |

Note: The table below shows the classes of users (in either green or red) who are able to access this message area. Classes in neither green nor red cannot access this area.
 Green = Read/Write Red = Read Only

| | | | |
|---------------|-------------------------------|-------------------------|-----------------------|
| [Defendant] | <u>no deal</u> (plus replies) | 14 Aug 2007 02:40pm UTC | Reply |
| [Defendant] | <u>A private word</u> | 14 Aug 2007 11:10am UTC | Reply |

Permission Table which shows which parties can access and post messages to this Discussion Area.

Here 'Defendant' and 'Mediator' only can access and post.

Messages are displayed here. Users can select messages to be displayed by header only or fully open. Messages can be listed in alphabetical order of title or by date, with either earliest or last shown at the top. Messages can also be nested into threads.

26 February 2008

Case No. 1172: Peter Jones v KwikSinx Ltd

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Case No: 7CL01234

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[Mediator and Claimant](#)

[Mediator and Defendant](#)

[Mediator and All](#)

[My Private Notes](#)

logged in

Logged in as mediator.

[Logout](#)

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[Terms and Conditions](#)

Mediator and Claimant - | [Refresh](#) | [Add Message](#) | [Sort By:](#) [Title](#) | [Date](#) | [Full Text](#)

Note: The table below shows the classes of users (in either green or red) who are able to access this message area. Classes in neither green nor red cannot access this area.

Green = Read/Write Red = Read Only

| Claimant | Defendant | Administrators | Mediator |
|----------|-----------|----------------|----------|
|----------|-----------|----------------|----------|

| | | |
|---------------------------------|---------------------------|----------------------------|
| [Mediator] | New proposal Peter | 14 Aug 2007 03:17pm UTC |
| Posted by Mr David Green | Peter | |

Thank you I have conveyed that to Jane and I will get back to you.

Thanks again

David

| | | |
|---------------------------------|---------------------------|----------------------------|
| [Claimant] | New proposal Peter | 14 Aug 2007 03:12pm UTC |
| Posted by Mr Peter Jones | | |

Thank you Mediator There's no point in me accepting a discount on the new sink unless they take the other one back, Otherwise I will be paying for it twice!

However I would be prepared to keep the old sink, for them to repair the surface and for them to give me £300 to cover the Bosch DW and fitting. That would close the case



Mediation Online

29 October 2007

Case No. 1172- Peter Jones and KwikSinx Ltd

[Home](#) > [Case Selection](#) > [Case No. 1172](#) >

Re: Faulty Waste Disposal

navigation

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[Mediator and Claimant](#)

[Mediator and Defendant](#)

[Mediator and All](#)

[Anonymous](#)

[Facilitator and Claimant](#)

[Facilitator and Defendant](#)

[My Private Notes](#)

logged in

Logged in as mediator.

[Logout](#)

After login, left click your selected case and then click the View Case button

[User Guide](#)
[Help](#)

Mediator and All | [Refresh](#) | [Add Message](#) | Sort By: [Title](#) | [Date](#) | [Full Text](#)

Note: The table below shows the classes of users (in either green or red) who are able to access this message area. Classes in neither green nor red cannot access this area.

Green = Read/Write Red = Read Only

| Claimant | Defendant | Facilitator | Mediator |
|----------|-----------|-------------|----------|
|----------|-----------|-------------|----------|

| | | | |
|--------------|--|-------------------------|-----------------------|
| [Claimant] | Proposal (plus replies) | 14 Aug 2007 02:24pm GMT | Reply |
| [Mediator] | Re Peter's comments (plus replies) | 14 Aug 2007 12:33pm GMT | Reply |
| [Mediator] | Thank you Jane | 14 Aug 2007 12:24pm GMT | Reply |
| [Defendant] | Defendant's opening statement (plus replies) | 14 Aug 2007 11:02am GMT | Reply |
| [Mediator] | Thank you | 14 Aug 2007 10:57am GMT | Reply |
| [Claimant] | Claimant's opening statement | 14 Aug 2007 10:52am GMT | Reply |
| [Mediator] | Welcome | 19 Jul 2007 10:00am GMT | Reply |

navigation

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- Mediator's Conclusions
- Settlement Agreement

OPEN DISCUSSIONS

- Mediator - All Parties**
- Joint Expert Advisor
- Anonymous Postings

PRIVATE DISCUSSIONS

- Mediator - Party 1
- Party 1 Team Only
- Mediator - Party 2
- Party 2 Team Only
- Mediator's Private Notes
- Mediator to Case Manager
- User Options

logged in

Logged in as LUBSGUEST.

Logout

After login, left click your selected case and then click the View Case button

Related Cases

Mediator - All Parties - Refresh Add Message Sort By: Title Date Full Text

Green = Read/Write Red = Read Only

| Party 1 | Party 1 Lawyer | Party 2 | Party 2 Lawyer |
|--|--------------------------|--------------|----------------|
| Mediator | Mediator Appointed Guest | Case Manager | Guest |
| Warning: Messages posted here may be seen by either group. | | | |

17 Jun 2005 10:52am BST

[Party 2] **Moving Forward** [Reply](#)

Posted by **Mr Geoff Grant** Jeff
GGS Systems Ltd

We have been considering matters in some detail following Dr Castell's report. I have made a suggestion and Alan has asked me to post it here direct to you.

To be frank, I am a bit concerned at allocating four members of staff for a period of three months. Dr Castell does share our view as to lack of fullest requirement specification by BKHT so in a sense the need for this extra work cannot be laid solely at our door. I would want to be able to rely on specific levels of co-operation from BKHT to help us shorten that timescale and then build that in.

Thinking this through, the following would help:-

* At least three knowledgeable persons at BKHT working through each of three shifts within a 24 hour period and allocated primarily, but not exclusively, ie they can do anything else when not required by us, but if we ask for information/data handling etc they must attend immediately, within their shifts to liaise with our people and available on call at all times.



Here now is a movie demonstration showing part of a roleplay of a dispute between a person renovating an old house (Ms Barbara Green) and a builder (Mr George Lowry)

This is available to view from www.TheMediationRoom.com

Projects of TheMediation Room.com include:-

- HM Court Service (England and Wales) – Small Claims Court
- National Institutes of Health – USA (workplace disputes in the health service)
- National Mediation Board – USA (workplace disputes in the railway industry)
- Law Council of Australia
- European Consumer Centre (Dublin and UK)
- Commonwealth Telecommunications Organisation
- eBay/PayPal - Consumer disputes
- And others

logged in
Logged in as larrygross.
Logout

After login, left click your selected case and then click the View Case button.

If you use 'guest' for both the user name and password you will be able to walk through a demonstration case.



The Law Council of Australia and The Mediation Room are hosting a free seminar on Online Dispute Resolution in Melbourne on the 15th May 2008. [Details here](#) 12/05/08

Our new partners providing medical graphics and movies for injury and medical negligence claims

Medical graphics and movies for personal injury and clinical negligence claims provided by



Legal Anatomical
Medical negligence & Personal Injury graphics
Medical Demonstrative Evidence

Welcome to The Mediation Room, where technology meets dispute resolution enabling people to use our bespoke software to have their disputes resolved at less cost, in time and money, and with less damage to underlying business or personal relationships than by pursuing through the courts or by arbitration.

In conjunction with leading mediator training and provider companies worldwide, we can organise both meeting based mediations and mediations conducted partly or wholly online using our unique secure platform.

Available for use by mediators worldwide either as a preparation tool for traditional, meeting based, mediation or for wholly online mediation

[View our presentation](#)

a new negotiation competition for law students and which also incorporates and continues the successful ICODR competition. [Details here](#) 15/02/08

The European Consumer Centre in UK and Ireland have engaged The Mediation Room to run a six month pilot of cross border consumer disputes. The cases will be mediated and adjudicated by ourselves at [The Internet Ombudsman](#). Retailers will find participation less costly than fighting cases in the courts. Here is an article in the [Irish Examiner](#) 13/02/08

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[Hear](#) Colin Rule, Director of Online Dispute Resolution at eBay and PayPal, interview the founder of TheMediationRoom.com, Graham Ross, for Cyberweek 2007 16/10/07.

The Ministry of Justice for England and Wales

Graphic movies in case reconstructions provided by



elucidate
making visual statements



Legal Anatomical

Medical negligence & Personal Injury graphics



Medical Demonstrative Evidence

All Types

All Languages

Search

or

Advanced Search

Welcome.

Search our web site for medical demonstrative evidence to use in research, pre-trial negotiations, arbitrations, mediations, settlement, and/or trial. If you are new to our site, please take a moment to familiarize yourself with our exciting features.

General Orthopedics Collection

Click here to view orthopedic exhibits.

Hip Replacement Surgery

Click here to view hip replacement surgery exhibits.

Birth Injury Collection (Shoulder Dystocia)

Click here to view

JANE DOE

Low Back Injuries with Microdiscectomy

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Choose "print-it-yourself" exhibits, (available at 45 x 60 inches!) or import into PowerPoint™ or Word™ to create compelling presentations.

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- Anatomy & Physiology
 - Diseases & Conditions
 - Cells & Tissues
 - Diagnostics & Surgery
 - Cardiovascular System
 - Digestive System
 - Nervous System
 - Reproductive System
 - Respiratory System



My WebEx

Browse Meetings

Search for meetings by host, topic, or words in the agenda:

Today

Daily

Weekly

Monthly

◀ Saturday, May 17, 2008 ▶



Show past meetings Show only meetings that require registration

[Time](#) ▾

[Topic](#)

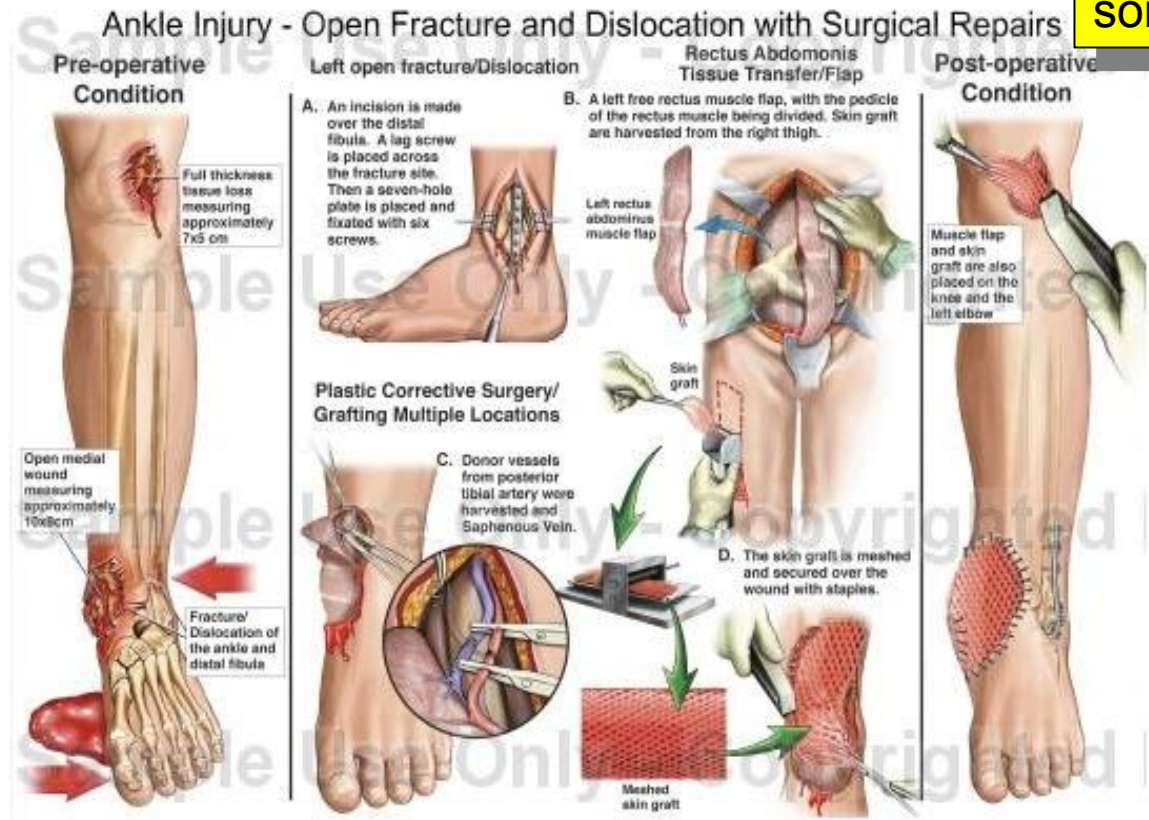
[Host](#)

[Duration](#)

No meetings are either scheduled or in progress.

Our new audio-video teleconferencing facility enabling live video, text, phone/VOIP meetings between up to 15 people at the same time, with each able to display documents/applications and to collaborate e.g. to finalise a settlement agreement

Inside our new audio-video teleconferencing facility sharing some medical graphics



Make Presenter Mute +

Chat

Type chat message here... Send

Send to: All Participants

Video

| | |
|-------------------|-------------|
| | |
| Jan van der Veen | Emma Wilson |
| | |
| Jennifer Abrahams | James Hill |

Welcome to our 'bricks and mortar' mediation centre on the beautiful island of Morag in Second Life. This is a collaboration with Manchester Business School.



One of the two private interviewing rooms during a caucus session





Distance Learning Programme

19 October 2005

Student File No. 914
Student Sid Student
Coach Chris Coach

Home > Student File Selection > Student File No. 914 >

Student File Rooms

SUMMARY

START HERE

Section 1-Introduction *1 new*

1.1 - What is ODR?

1.2 - Opinions on ODR

1.3 - Pros / Cons

1.4 - Hurdles / Drivers

1.5 - Develop Trust

1.6 - Procedures

1.7 - Time Management

1.8 - Adapt Discourse

1.9 - Partial ODR *1 new*

1.10 - Assessment Questions *1 new*

Section 2-Practise *1 new*

Scenario

Joint Session

Claimant in private

Defendant in private *3 new*

Interim Assessor Comments

Section 3-Live Roleplay *1 new*

Live Roleplay Guide

GENERAL AREA

Helpdesk *1 new*

Final Assessor Comments

Student's Private Notes

Further Reading

START HERE Refresh Add Message Sort By: Title Date

Green = Read/Write

| | |
|-----------------|-----------------|
| Student | Coach |
| Example Content | Example Content |

29 Sep 2005 04:52pm BST

[Course Manager] **Start Here (Click to Open)** [Reply](#)

Posted by **ADRG Administration** **Welcome to your Online Dispute Resolution (ODR) Course.**

This course specifically equips you, as a mediator, for conducting mediation discussions online, both as an alternative to traditional 'face-to-face' (which we shall call henceforth F2F) mediation and as an aid to F2F.

As you work through the lessons, you'll be using the same online mediation software that you will use in live casework. In this way, you'll not only be building knowledge and skills to enhance your ODR mediations, but you'll also be developing your abilities to manoeuvre through the environment.

In easy to digest steps, you'll be guided through an introduction to ODR, and provided with opportunities to practise simulated ODR mediations. You will receive assessment/feedback that leads to a certificate of accreditation as an ADR Online Mediator, certified by The ADR Group in association with The MediationRoom.com. The ADR Group is the UK's first commercial mediation organisation established in 1989 and operating the largest nationwide panel of accredited mediators.

- This course does not provide accreditation as a mediator and is ideally

Our accredited (10 hours CPD) distance course designed and operated with the ADR Group. This course uses our software to train mediators in how to adapt their skills to the online environment. After the reading and Q&A sections, each mediator acts in a live roleplay with actors.





U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
National Institutes of Health



The NIH are currently running their second pilot with TheMediationRoom.com in workplace disputes

22 March 2006

Home > Case Selection > Case No. 1034 > Mediator - All >

navigation

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- Available Cases
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- Mediator - All
- Mediator - Complainant
- Mediator - NIH
- Administration - All
- My Private Notes

logged in

Logged in as **grahamrossnih**.
Logout

After login, left click your selected case-file and then click the View Case button

Powered by
The Mediation Room.com
the leading provider of online dispute resolution software

Mediator - All - Refresh Add Message

Green = Read/Write

Red = Read Only

| | | | |
|-------------|-----|----------|-------------|
| Complainant | NIH | Mediator | Admin/Staff |
|-------------|-----|----------|-------------|

No messages posted.



Online Mediation Centre

07 December 2005

Case No. 911:- ABC Telecom and Deftel

Home > Case Selection > Case No. 911 > Mediator-Defendant Only >

Re:

navigation

- Home
- Select Your Cases
- Summary
- Case Background
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- Settlement Agreement

DISCUSSIONS:-

- Mediator and All ***1 new***
- Joint Expert Advisor
- Mediator-Claimant Only
- Mediator-Defendant Only**
- Mediator's Private Notes
- Mediator to Case Manager

logged in

Logged in as ctomediator.

Mediator-Defendant Only - Refresh Add Message

Green = Read/Write

| Mediator | Defendant |
|----------|-----------|
| Mediator | Defendant |

Platform built for the Commonwealth Telecommunications Organisation

31 Aug 2005 08:43pm GMT

[Defendant] **Our Case** [Reply](#)

Posted by **Ms Diane White - Deftel** Thanks

We delivered exactly as requested and on time. When they say we have not delivered it is simply that they claim more has been agreed to be provided than we did agree to provide.

We had a meeting on 1st October as to the extras and attached is my note of that meeting. I am regretting not writing to them to confirm the extras.

More recently they claim we agreed to widen the customer profiling parameters but this is simply not true. We can't do business like this. I don't understand why they need this extra power anyway as the size of their business does not require it.

Download attachment: [ABC Telecom.doc](#)

[Mediator] **Your case** 31 Aug 2005 08:03pm GMT [Reply](#)



Welcome to the **NATIONAL MEDIATION BOARD**

ONLINE DISPUTE RESOLUTION SERVICE

15 April 2007

Case No. 1113:- C Plainant and Hornby Rail

Home > Case Selection > Case No. 1113 > General Area >

Re: Overtime

navigation

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- Carrier - Facilitator
- Union - Facilitator
- Facilitator - Internal
- Facilitator - All Parties
- ANONYMOUS
- Helpdesk - All Parties
- User Options

logged in

Logged in as mediator.

Logout

After login, left click your selected case-file and then click the View Case button

General Area - |

Refresh

Add Message

Sort By:

Title

Date

Full Text

Green = Read/Write

Red = Read Only

| Carrier | Guest | Union | Facilitator |
|---------------|-------|-------|-------------|
| Administrator | | | |

No messages posted.

Powered by
The Mediation Room.com
and The Claim Room.com
the leading providers of
Online Dispute Resolution
Software

the//internet/ombudsman

14 February 2008

[Home](#) >

navigation

[Home](#)

login

Username

Password

[Forgotten your password?](#)

After login, left click your selected case-file and then click the View Case button.

Once inside your file, the message area highlighted in the above navigation links will display.

Click on a message header to open it and click 'Reply' or the 'Add Message' button to respond.

Click on another link above to move to a different area.

[Full User Guide](#)



The Internet Ombudsman is our site running a pilot for the European Consumer Centres.

Welcome to The Internet Ombudsman

On this service, consumers can register their complaints about products or services that they have purchased on the Internet and have them resolved by neutral conciliators and adjudicators.

We operate a two stage process:-

- 1. Mediation:** A neutral third party engages in confidential discussions with each side to try to facilitate an agreement with which both parties find acceptable. To achieve this, he or she will seek to understand as much as possible as to the concerns of each party and try not just to identify a fair and just outcome, but one that both parties can find appropriate. It may well be that such a solution requires novel elements that a court would not be empowered to order.
- 2. Adjudication:** If mediation does not succeed, then another neutral, the Internet Ombudsman, will consider the joint discussions that have taken place, but not those that were conducted in the private areas to which the other party did not have access, as well as responses to further questions he or she may raise and then rule on an appropriate and fair outcome.

The Adjudication is not binding on the consumer. It may be binding on the supplier dependent on the circumstances under which the Ombudsman is engaged.

There are many benefits for suppliers in agreeing to comply with the decisions of the adjudicator as follows:-

1. Speedy third party resolution online is less costly, in terms of management time, and provides more information, to most suppliers than when responding to complaints themselves.
2. Reduces the burden and risk on the credit card charge-back system as well as speeding



the//internet/ombudsman

07 March 2008
Home > Case Selection > Case No. 890 > Conciliator and Supplier Only >

Case No. 890
Complainant: Mr Andy Angry
Supplier: High Street Furnishings Ltd

- navigation
- Home
- Available Cases
- Summary
- The Complaint
- Open Conciliation Area *1 new*
- Conciliator and Complainant Only
- Conciliator and Supplier Only**
- Documents
- Agreement
- Adjudication Decision
- Private Notes of Conciliator

logged in

Logged in as tioconciliator.

[Logout](#)

After login, left click your selected case-file and then click the View Case button.

Once inside your file, the message area highlighted in the above navigation links will display.

Click on a message header to open it and click 'Reply' or the 'Add Message' button to respond.

Conciliator and Supplier Only - [Refresh](#) [Add Message](#) Sort By: [Title](#) [Date](#) [Full Text](#)

Note: The table below shows the classes of users (in either green or red) who are able to access this message area. Classes in neither green nor red cannot access this area.

Green = Read/Write Red = Read Only

| | | | |
|-------------|----------|-------------|-------------|
| Complainant | Supplier | Conciliator | Adjudicator |
|-------------|----------|-------------|-------------|

No messages posted.

Example of a hybrid mediation to arbitration model. Note the adjudicator can follow the discussions by the mediator (conciliator) albeit he cannot intervene. He issues a ruling only if the mediation fails



14 February 2008
[Home >](#)

navigation

[Home](#)

login

Username

Password

[Forgotten your password?](#)

After login, left click your selected case and then click the View Case button

[Enquire about my services](#)
[User Guide](#)

Site we built for Brethertons, solicitors, to enable them to run a mediation service focused on property disputes. Shortlisted for the Legal Marketing Award.

Welcome to the Property Mediation

Disputes arising from the ownership, management and letting of property are extremely frequent. There are many areas in which disputes can arise, including payment of rent, reasonableness of service charge, dilapidations, boundary disputes, noisy and nose neighbours, breaches of covenants of leases ...the list is endless.

Property Mediation Zone exists to try and resolve disputes between parties in a quick and efficient manner.

"We resolve disputes in less time and at less cost than the courts"

"We can begin to resolve immediately in an urgent case"





The 1st International Law School Negotiation and Mediation Competition

Incorporating ICODR 2008



14 February 2008
Home > Case Selection > Case No. 1464 > Team 1 Client Instructions >

Our platform is being used by law schools worldwide for a moot competition . Entry is open until September 2008

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- Summary
- Team 1 Client Instructions**
- Pleading by Team 1 (Claim)
- Pleading by Team 2 (Defence)
- Negotiations
- Team 1 Only
- Mediator and Team 1
- Mediator and Both Teams
- Anonymous Brainstorming
- Assessment and Result
- User Options

logged in

Logged in as student1.

Logout

Information

Rules

Organising Committee

Platform Configuration

ENTER A TEAM

Team 1 Client Instructions - | Refresh | Add Message

Note: The table below shows the classes of users (in either green or red)
Classes in neither green nor red are not available to you
Green = Read/Write

| | | | |
|----------|---------------|--------------|--------------|
| Team 1 | Team 1 Client | | |
| Team 2 | Team 2 Client | Team 2 Tutor | Team 2 Class |
| Mediator | Assessor | | |

11 Feb 2008 03:37pm GMT

[Team 1] **Taking Instructions** [Reply](#)

Posted by **Mr James Scott** I am a student team member. This is the area in which each team member can exchange messages with the client in order to take instructions. A client is allocated to each team with details of the case scenario from his or her perspective. It is through this exchange, as in the real world, that the team learn of the case scenario.

Teams should note that the client will not give all the necessary information in the first message. The team must assess if anything is missing and prompt for the information. All information will be given before commencement of negotiation but more points are awarded to teams who extract the information through proper questioning. Again - just as in the real world.

SCHOOL OF LAW

PRO BONO CLINIC



09 April 2008

File No. 1515 Mr John Davenport

Home > File Selection > File No. 1515 > Student and Solicitor >

navigation

Home

Admin

Available Files

Transfer Messages

Summary

Client Discussions

Student and Solicitor

Student and Tutor

Case Team Discussion

THE ADVICE

Bin

User Options

logged in

Logged in as grahamross.

Logout

Student and Solicitor - | Refresh | Add Message | Sort By: Title | Date | Full Text

Note: The table below shows the classes of users (in either green or red) who are able to access this message area. Classes in neither green nor red cannot access this area.

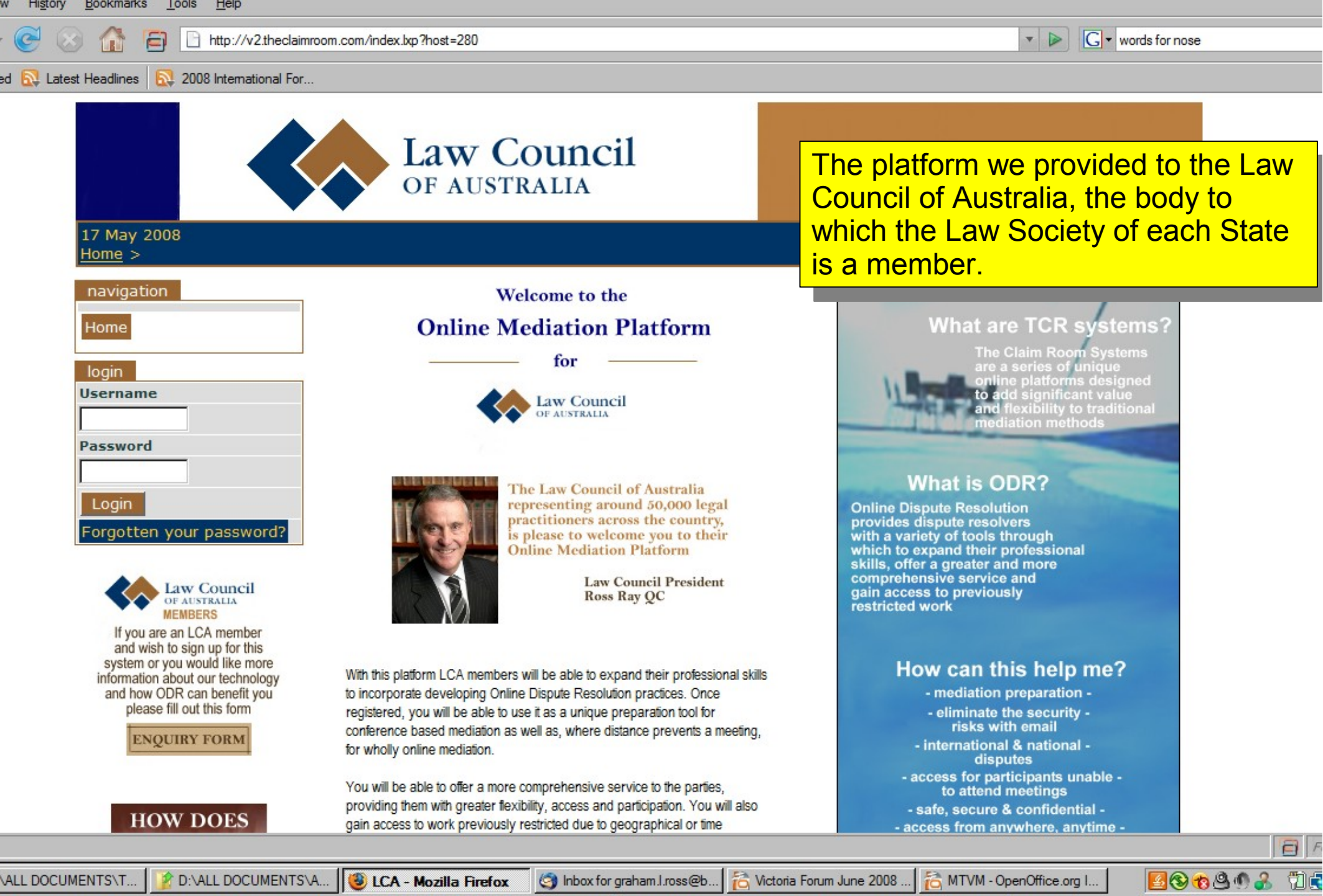
Green = Read/Write Red = Read Only

| | | | |
|-----------------------|----------------|---------|-----------|
| Client | Tutor | Student | Solicitor |
| Supervising Solicitor | Clinic Manager | | |

No messages posted.

The platform is ideal to host a law school pro bono clinic allowing the supervising lawyer and tutor to monitor and mentor in the background whilst the student advises the client





17 May 2008
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navigation

[Home](#)

login

Username

Password

Login

[Forgotten your password?](#)



If you are an LCA member and wish to sign up for this system or you would like more information about our technology and how ODR can benefit you please fill out this form

[ENQUIRY FORM](#)

HOW DOES

Welcome to the Online Mediation Platform

for



The Law Council of Australia representing around 50,000 legal practitioners across the country, is please to welcome you to their Online Mediation Platform

Law Council President
Ross Ray QC

With this platform LCA members will be able to expand their professional skills to incorporate developing Online Dispute Resolution practices. Once registered, you will be able to use it as a unique preparation tool for conference based mediation as well as, where distance prevents a meeting, for wholly online mediation.

You will be able to offer a more comprehensive service to the parties, providing them with greater flexibility, access and participation. You will also gain access to work previously restricted due to geographical or time

The platform we provided to the Law Council of Australia, the body to which the Law Society of each State is a member.

What are TCR systems?

The Claim Room Systems are a series of unique online platforms designed to add significant value and flexibility to traditional mediation methods

What is ODR?

Online Dispute Resolution provides dispute resolvers with a variety of tools through which to expand their professional skills, offer a greater and more comprehensive service and gain access to previously restricted work

How can this help me?

- mediation preparation -
- eliminate the security risks with email
- international & national disputes
- access for participants unable to attend meetings
- safe, secure & confidential -
- access from anywhere, anytime -

Neutrality at Work

Online
Mediation
Platform

Professional Solutions with Dignity

09 April 2008

Case No. 1457

[Home](#) > [Case Selection](#) > [Case No. 1457](#) > [Mediator and Employee](#) >

Hilda Hodge and BD TechnologiesLtd

navigation

- Home
- Available Cases
- Summary
- Background Details
- Mediation Agreement
- Mediator and Employee**
- Mediator and All Parties
- Mediator and Employer
- Anonymous Brainstorming
- Private to Mediator/Case Manager
- Outcome

logged in

Logged in as mediator.
Logout

Mediator and Employee - | [Refresh](#) | [Add Message](#) | Sort By: [Title](#) | [Date](#) |

[Full Text](#)

Note: The table below shows the classes of users (in either green or red) who are able to access this message area. Classes in neither green nor red cannot access this area.

Green = Read/Write Red = Read Only

| | | | |
|--------------------|--------------------|-------------------|--------------|
| Employee | Manager | Mediator | Case Manager |
| Employee Companion | Employee Consultee | Manager Consultee | |

No messages posted.

Similar for a mediator specialising in workplace disputes

To register a dispute, for more information about how ODR can benefit you, or to find out more about my services, please fill out this form

[ENQUIRY FORM](#)

Workplace Mediation Online

09 April 2008

[Home](#) >

navigation

[Home](#)

[Admin](#)

[Available Cases](#)

logged in

Logged in as [larrygross](#).

[Logout](#)

After login, left click your selected case-file and then click the View Case button.

Once inside your file, the message area highlighted in the above navigation links will display.

Click on a message header to open it and click 'Reply' or the 'Add Message' button to respond.

Click on another link above to move to a different area.

Our workplace disputes site available to all mediators

Welcome to Workplace Mediation Online.

On this platform, grievances and disputes within the workplace can be resolved speedily and at low cost directly between employers and employees as well as with the assistance, where appropriate, of neutral mediators.

This platform is also available for pilot schemes with companies and organisations to establish the value of online mediation in meeting the recommendations in the [Gibbons Report](#). If you would like to be considered for inclusion in the scheme then please [email](#).

The benefits of online mediation in workplace disputes is covered in our [response](#) to the Department of Trade and Industry's consultation exercise on the Gibbons Report.

Click the image below for a screenshot of inside a casefile



Online

Benefits of an Online Workplace Grievance Facility

- Can start immediately in urgent cases
- Helps issues to be raised early and confidentially before they grow
- Better than email since all discussions are off the company's network so no risk of viewing by unauthorised personnel
- Real time mentoring of junior management in the handling of disputes
- Files form a growing archive of how issues have been resolved in the past thus facilitating more consistency of approach throughout the organisation
- Can operate as a training platform for role-play cases



The Arbitration Room

29 August 2007 Case No. 688 Thompson Electronics Ltd v MRT
Haulage (International) Inc
Arbitrator:- James Bailey
[Home](#) > [Case Selection](#) > [Case No. 688](#) > Arbitrator and Claimant Team >

- navigation**
- Home
- Available Cases
- Summary
- Procedure
- DOCUMENTS
- Claimants Case
- Defendants Case *1 new*
- Decision
- Arbitrator
- MEDIATION
- Arbitrator and Claimant Team**
- Arbitrator and Defendant Team
- Arbitrator and Both Sides
- User Options

Arbitrator and Claimant Team - | Refresh | Add Message | Sort By: Title | Date | Full Text

Green = Read/Write Red = Read Only

| | | | |
|------------|-----------------|-----------|------------------|
| Claimant | Claimant Lawyer | Defendant | Defendant Lawyer |
| Arbitrator | Administrator | | |

No messages posted.

www.TheArbitrationRoom.com
Delivers the same functionality but configured to the arbitration process

logged in
Logged in as Arbitrator.
Logout

After login, left click your selected case-file and then click the View Case button.

ODR as Support for In-Person Mediation

- Facts clarified, issues narrowed, and parties better prepared BEFORE the mediation proper, increasing prospects of success
- The mediation process can commence almost immediately taking 'the heat' out of a dispute pending the mediation meetings
- More efficient involvement of multiple parties/management
- If F2F mediation does not succeed, the parties can opt to continue online.
- In IT/complex evidence disputes - links/expert advisors/view software operation etc
- Authorising executive can monitor

Online Mediation Platform

08 September 2006

[Home](#) >

navigation

[Home](#)

login

Username

Password

[Forgotten login?](#)

[User Guide](#)

Powered by
The Mediation Room.com
the leading provider of online dispute
resolution software.



The site we built for our partners The AR Group, the leading UK mediator trainer/provider. ADRG are leading the way in the use of our software for preparation of in-person mediation

Welcome to the Online Mediation Platform

Members of ADR Net can use this secure area to run mediations online, either for wholly online mediations or as a preparation tool for face to face mediations.

If you are involved in a mediation that has been placed on this platform then please log in at the side.

If you wish to enquire about this service then please [click here](#)

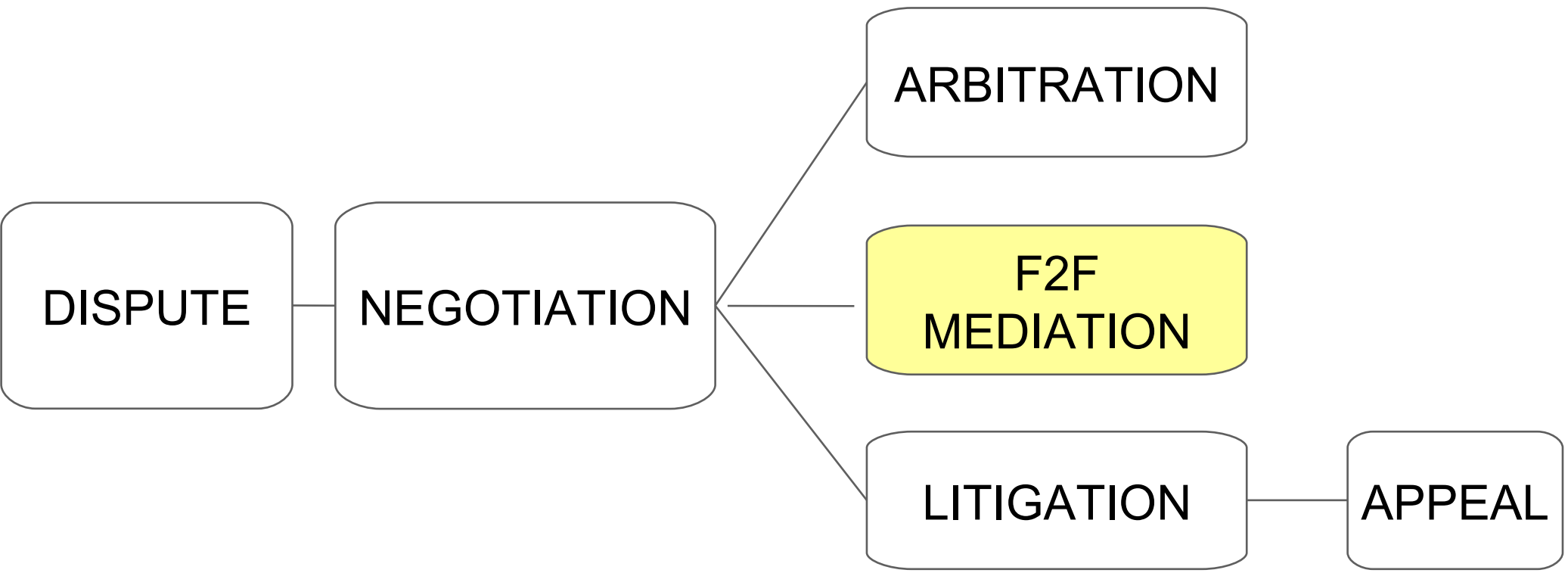
To access fictional roleplay cases login with 'guest' as both the username and password.



Anonymous Posting

TheMediationRoom.com can now create areas of the file in which all messages are posted anonymously thus allowing parties to consider and discuss proposals in a fully objective fashion without consideration of the interests of the person making them.

Online technology allows a mediation to start at any time and continue in parallel with other forms of dispute resolution without the need for a stay



BACKGROUND MEDIATION

Background Mediation

- No need to put proceedings 'on ice' such as with a stay.
- Senior solicitors can monitor/mentor online more junior fee earners in the negotiation without taking time out or becoming openly involved in the mediation.
- Can commence immediately if there is urgency e.g. in cases with an immediate and continuing loss
- Can be 'turned on' and 'off' whenever appropriate and at any stage of the case.
- Can apply to achieve early consensus to elements of the dispute, e.g. interpretation of contractual duties, quantum etc

JOIN IN OUR ROLEPLAY CASE

Login details to be provided at the event



“See You Out of Court!”

Graham Ross

for the
7th International Forum on Online Dispute Resolution
Victoria, BC, Canada
18th and 19th June 2008

www.TheMediationRoom.com G.Ross@TheMediationRoom.com