

Third International Workshop on Online Dispute Resolution

*In conjunction with the 18th Annual Conference on Legal Knowledge and Information System (Jurix), Vrije Universiteit Brussels (Belgium), December 10, 2005
chaired by John Zeleznikow (Victoria University) and Ronald Leenes (Tilburg University)*

Introduction

Online Dispute Resolution (ODR) is promised to become an important method to settle (online) disputes. At present, there is a fairly limited set of successful providers for online dispute settlement. Well-known examples are Cybersettle and SquareTrade.

There seems to be room for much more advanced techniques that offer user's both (self) diagnosis tools, as well as more advanced dispute resolution techniques. Artificial Intelligence techniques, but also insights from fields, such as, negotiation theory, and cognitive psychology, are relevant for these advanced solutions.

The current workshop intends to be a forum for researchers working in fields, such as, ADR/ODR, argumentation, negotiation, and AI & Law in general, as well as providers of ODR-services, to discuss current research and set future research agendas. It's main aim is to deepen our understanding of what is required to develop more advanced ODR tools.

Keynote speech



prof. Ethan Katsh

Professor of Legal Studies and the Director of the Centre for Information Technology and Dispute Resolution, University of Massachusetts

“Online Dispute Resolution: Some Implications for the Emergence of Law in Cyberspace”

Professor Katsh is a graduate of the Yale Law School and has authored three books on law and technology, *Law in a Digital World* (Oxford University Press, 1995) *The Electronic Media and the Transformation of Law* (Oxford University Press, 1989), and, with Professor Rifkin, *Online Dispute Resolution: Resolving Conflicts in Cyberspace* (2001). His articles have appeared in the *Yale Law Journal*, the *University of Chicago Legal Forum*, and other law reviews and legal periodicals.

Since 1996, Professor Katsh has been involved in a series of activities related to online dispute resolution. He participated in the Virtual Magistrate project and was founder and co-director of the Online Ombuds Office. In 1997, with support from the Hewlett Foundation, he and Professor Rifkin founded the Center for Information Technology and Dispute Resolution at the University of Massachusetts.

Professor Katsh chairs the United Nations Expert Group on ODR and coordinated the 2002 and 2003 UNECE, and 2004 UNESCAP Online Dispute Resolution Conferences. He is also an adviser to SquareTrade.com, the most successful ODR provider to date.

Professor Katsh is currently assisting online dispute resolution efforts of the National Mediation Board and is co-principal investigator with Professors Lee Osterweil and Norman Sondheim of the University of Massachusetts Department of Computer Science of a National Science Foundation funded project "Process Technology for Achieving Government Online Dispute Resolution."

Provisional program

- 9.30 – 10.50** **First Session**
chaired by John Zeleznikow
- 9.30 – 9.35 Welcome by John Zeleznikow (Victoria University, Melbourne)
- 9.35 – 10.10** **Keynote speaker: prof. Ethan Katsh (University of Massachusetts)**
Online Dispute Resolution: Some Implications for the Emergence of Law in Cyberspace
- 10.10 – 10.35 Berry Zondag (Arbitrator's and Mediator's Institute of New Zealand) & Arno R. Lodder (Vrije Universiteit Amsterdam)
Towards the development of generic Computer Assisted Dispute Resolution, Based on Conflict Theory
- 10.35 – 10.50 Wouter van Steenbergen (Vrije Universiteit Amsterdam)
Rationalizing dispute resolution: From best alternative to the most likely one
- 10.50 – 11.10** **Tea/Coffee break**
- 11.10 – 12.30** **Second Session**
chaired by Ronald Leenes
- 11.10 – 11.35 Boris Galitsky (University of London)
Using inductive learning of dispute scenarios for online resolution of customer complaints
- 11.35 – 12.00 Andrew Vincent & John Zeleznikow (Victoria University, Australia)
The desocialisation of the courts, sentencing decision support and plea bargaining
- 12.00 – 12.15 Subha Chandar (Victoria University, Australia)
Techniques for Negotiating IT Outsourcing Agreements
- 12.15 – 12.30 Laurent Ferrali & Bruno Traesch (Universite de Sorbonne, France)
How ODR can benefit from VoIP
- 12.30 – 14.00** **Lunch break**
- 13.30 – 14.00 Lunch Video-event : Emilia Belucci & John Zeleznikow on Australian tv-program the 'New Inventors'.
- 14.00 – 15.00** **Third Session**
chaired by Ronald Leenes
- 14.00 – 14.25 Haitham Haloush (Hashemite University, Jordan)
Enforcement, Recognition, and Compliance with OADR
- 14.25 – 14.40 Martha Poblet (Universitat Autònoma de Barcelona)
Emotions and Interaction Pattern
- 14.40 – 14.55 Victor Ojakorotu (University of KwaZulu-Natal, South Africa)
African Union and the Burden of Conflict Resolution in the Post-Cold War Era
- 14.55 – 15.00** **Concluding remarks by John Zeleznikow and Ronald Leenes**