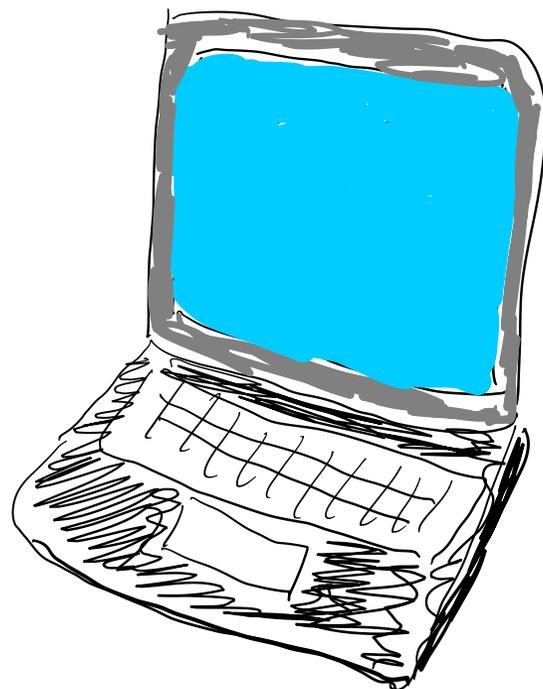
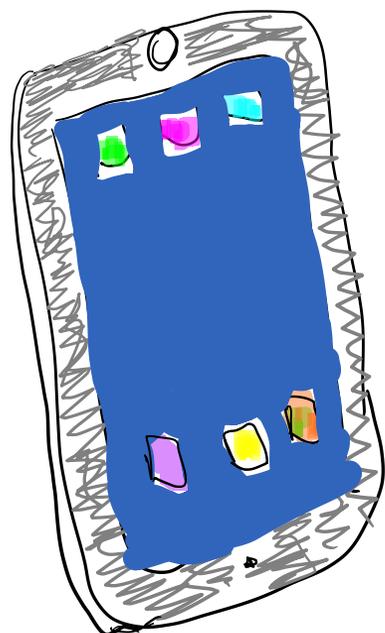


# E-Mediation



# Definition

- Mediation  
supported by the Internet (whole process vs. parts of the process) = different types of e-mediation
- Cloud-based environment for disputants to come together for mediation



# Definition

- Online Dispute Resolution (ODR)
- synonyms: e-ADR, i-ADR, cyber-ADR, ADR online
- E-Bay ([www.squaretrade.com](http://www.squaretrade.com)): commerce disputes between sellers and buyers
- Millions of dollars building out the functionality of a platform to resolve online disputes

**Products are damaged ,  
do not arrive as described**



**Products are not delivered in time**

**Unfair reviews**

**Billing dispute**

Now also offered to offline conflicts



# E-Mediation: (dis)advantages

Lodder & Zelenikow, 2005

## Advantages

- Useful when parties do not wish to see each other anymore, live far apart and/or have difficulties to match their calendars
- Compared to court:
  - Faster
  - Lower cost
  - More accessible
  - More fair



# E-Mediation: (dis)advantages

Lodder & Zelenikow, 2005

## Advantages

- Useful when parties do not wish to see each other anymore, live far apart and/or have difficulties to match their calendars
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  - More accessible
  - More fair

## Disadvantages

- Less personal
- Depending on the communication channel(s) used, no non-verbal information
- More distant
- More prone to conflict escalation