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): commerce disputes between sellers and buyers
• Millions of dollars building out the functionality of a platform to resolve online disputes
Products are not delivered in time

Billing dispute

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