

SILICON VALLEY SUMMER INSTITUTE

State-of-the-art theory applied to practice—in law, business, and interpersonal relationships.



SYSTEM DESIGN AND ONLINE DISPUTE RESOLUTION

This Course is for forward-facing professionals interested in exploring the most significant innovations in dispute resolution in recent years: Dispute Systems Design—the systematic approach to designing dispute resolution; and ODR—processes conducted online to resolve disputes involving e-commerce transactions and more traditional “offline” disputes. In the expanding world of e-commerce and cross-boundary transactions, Systems Design and ODR enable companies to deal with disputes more efficiently, effectively and economically than traditional legal processes. In this course, participants will explore:

- How ODR works and its applications to e-commerce and offline disputes
- How Systems Design enables businesses to anticipate, prevent, and prepare for disputes before they materialize
- How technology changes the dispute resolution equation
- How to develop ODR standards of practice and apply relevant options from traditional ADR practice
- How “offline” neutrals can transfer their skills to ODR

THE FACULTY

The Faculty are highly respected as leaders in their fields, teaching Systems Design and ODR throughout the U.S. and internationally. Their writings advance these disciplines in important ways: Janet, as co-author of the forthcoming Systems Design; and Colin is co-author of *The New Handshake: Online Dispute Resolution and the Future of Consumer Protection* (ABA Publishing 2016) and *Online Dispute Resolution for Business* (Jossey-Bass 2002).



JANET MARTINEZ is Director of the Gould Negotiation and Mediation Program and Senior Lecturer in Law at Stanford Law School. Formerly Senior Counsel for McKesson Corp., she teaches advanced negotiation, dispute system design, and ADR, and conducts research on online dispute resolution, sustainable groundwater management, and international dispute resolution.



COLIN RULE is Vice President of Online Dispute Resolution for Tyler Technologies. As a pioneer in ODR he helped develop the ODR systems for several Silicon Valley internet technology companies including eBay and PayPal, where he served as Director of Online Dispute Resolution from 2003 to 2011. Prior to joining Tyler, he founded Modria, the leading provider of ODR technology. Colin is adjunct professor at Santa Clara Law and Lecturer in Law at Stanford Law School.

DATES AND TIMES

June 21 (4–7 p.m.)
June 22 (9 a.m.–5 p.m.)
June 23 (9 a.m.–6 p.m.)

LOCATION

Charney Hall, Santa Clara Law

TUITION

\$1,095
\$895, gov/non-profit
\$100 discount 30 days before program
(not available to gov/non-profit)

Tuition, due at registration, is fully refundable, minus \$300 cancellation fee, up to two weeks before the course begins.

TO REGISTER

<http://law.scu.edu/event/silicon-valley-summer-institute/>

FOR INFORMATION

Contact Dana Curtis
Conflict Resolution Program director,
dcurtis@scu.edu, 415-515-8903.

MCLE: As a State Bar of California approved MCLE provider, Santa Clara Law certifies that this activity has been approved for 17.75 hours of MCLE credit, including one hour for Legal Ethics.

Accommodation: If you need reasonable accommodation to attend this event, please contact The Office of Disabilities Resources at 408-554-4109 or disabilitiesresources@scu.edu at least 72 hours before the event.

Guarantee: The Conflict Resolution Program at Santa Clara Law guarantees the quality of its programs and will refund tuition (minus the registration fee) to any participant who is not satisfied with a course.

**CONFLICT
RESOLUTION
PROGRAM**
AT SANTA CLARA LAW