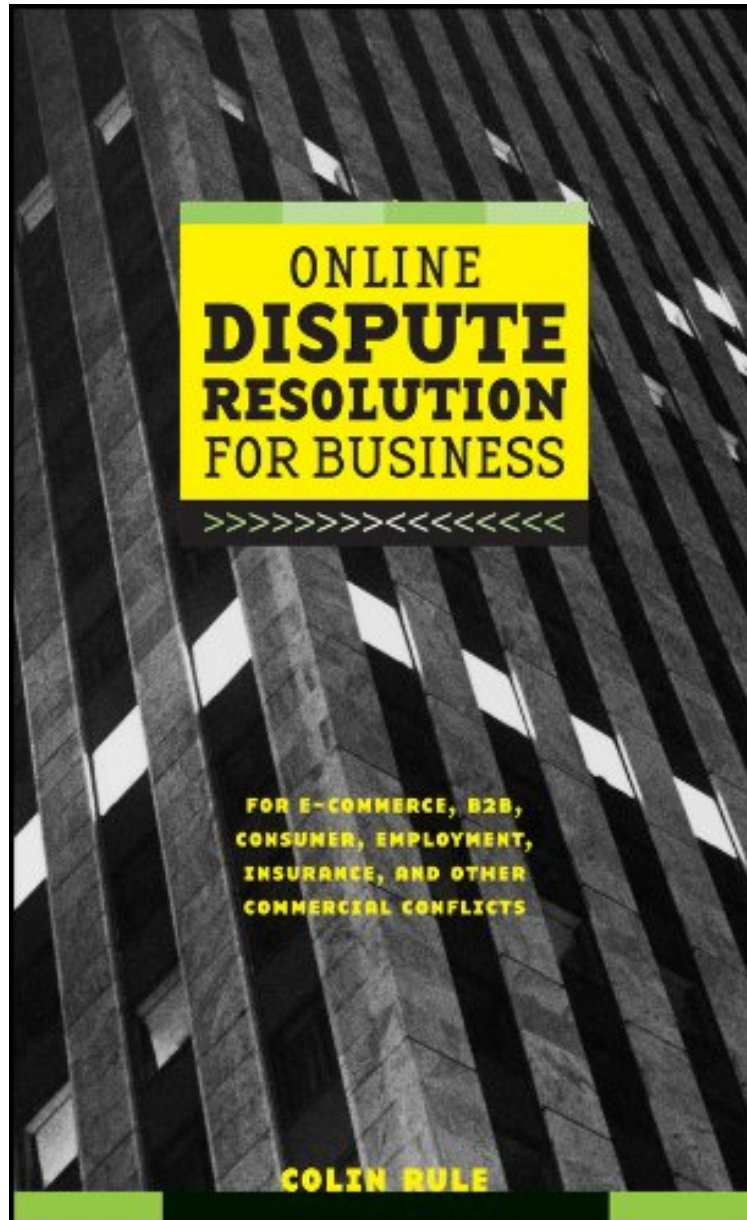


(Mobile pdf) Online Dispute Resolution For Business: B2B, ECommerce, Consumer, Employment, Insurance, and other Commercial Conflicts

Online Dispute Resolution For Business: B2B, ECommerce, Consumer, Employment, Insurance, and other Commercial Conflicts

Colin Rule

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0 of 0 people found the following review helpful. GOOD CONDITIONBy NeuReceived good condition0 of 1 people found the following review helpful. Must read for all ADR practitioners under 95By Lynn JohnsonThis is an incredible explanation of ODR by the guy who brought it to more people in the world than anyone else. Not only does he explain what ODR is and why this is "its time" but he explains how it can be a prime motivator for bringing ADR into the 21st century. Any ADR practitioner under 95 MUST read this book! Now, Colin, please give us a new version; there are exciting new potentials to explore.5 of 6 people found the following review helpful. Dealing with Disputes in CyberspaceBy Colm BranniganWith this work, Colin Rule, who is one of the pioneers of ODR, and also an excellent writer, has given us much to consider about dispute resolution in cyberspace. The book is written for "managers, employees, union representatives, and others who are looking for a better way to handle conflict in their businesses and organizations." There is a interesting overview of the development of online dispute resolution. Also the author discusses his personal experiences in the field, which adds to the overall credibility of the book.ODR originated in online disputes for which traditional means of dispute resolution were not suited. With as many as 500 million plus people online worldwide, as more businesses and individuals come to realise this significant point, ODR will flourish.Challenges arising from ODR are covered in sufficient detail by the author and not only alert us to the issues, but also to suggest realistic ways of dealing with them. The author believes that businesses will come to use ODR as matter of course. His book makes a persuasive case for such an outcome.This is a practical work on an important aspect of ADR.

In this original and highly useful resource, Colin Rule—a pioneer in the field of online dispute resolution (ODR)—shows how ODR can be used to resolve conflicts which inevitably arise both online and offline in business and commerce. Based on exclusive research and up-to-date best practices, Online Dispute Resolution for Business presents expert advice on how ODR can save time and money, offering timely suggestions and proven approaches for resolving business related conflicts online.

"A terrific book. Innovative, insightful, intelligent, and practical! ODR is the wave of the future and this book will let you and your business ride that wave with confidence." —Ethan Katsh, co-director, Center for Information Technology and Dispute Resolution, University of Massachusetts, Amherst "An invaluable contribution to the field of online dispute resolution from one of the technical pioneers. Comprehensive and insightful." —M. Scott Donahey, international arbitrator (WIPO, CPR, AAA), and author of the first UDRP decision "This book performs the real service of helping to better understand the challenges of e-commerce and the solutions needed to resolve conflicts with confidence. Colin Rule is one of the pioneers in online dispute resolution and his contribution to this new field is remarkable." —Karim Benyekhlef, co-founder and president, eResolution; professor of public law, Universite de Montreal Faculty of Law "Colin Rule is the ideal person to write on the subject of online resolution of disputes. His book succinctly describes the future of ODR." —Thomas Stipanowich, president CEO, CPR Institute for Dispute Resolution

From the Inside Flap

In the past twenty years there has been rapid advances in information technology as well as tremendous growth in the field of dispute resolution. These two developments have led to the development of a powerful new tool for business called online dispute resolution (ODR). ODR is more than just an effective solution to many of the vexing business challenges raised by the growth of the Internet. Online dispute resolution may soon become an essential component of all business interactions, both online and offline. Online Dispute Resolution for Business is the first resource for professionals who want to leverage the power of ODR in their business relationships. Written by Colin Rule—a pioneer in the ODR field— Online Dispute Resolution for Business offers expert analysis of how ODR works, as well as a clear explanation of its advantages in a variety of business situations. Based on exclusive research and hands-on experience, the book provides up-to-date best practices, as well as feedback on ODR tools and platforms from the perspective of both users and dispute resolution practitioners. This is guidebook analyzes the strengths and weaknesses of ODR in a wide range of business applications, including e-commerce (both business-to-business and business-to-consumer), insurance claims, employment and workplace disputes, privacy conflicts, and many other settings. The author also shows how ODR can be applied to address transboundary matters, online-only conflicts, and complex multi-party public disputes.

From the Back Cover

In this original and highly useful resource, Colin Rule—a pioneer in the field of online dispute resolution (ODR)— shows how ODR can be used to resolve conflicts which inevitably arise both online and offline in business and commerce. Based on exclusive research and up-to-date best practices, Online Dispute Resolution for Business presents expert advice on how ODR can save time and money, offering timely suggestions and proven approaches for resolving business related conflicts online. "A terrific book. Innovative, insightful, intelligent, and practical! ODR is the wave of the future and this book will let you and your business ride that wave with confidence." --Ethan Katsh, co-director, Center for Information Technology and Dispute Resolution, University of Massachusetts, Amherst "An invaluable contribution to the field of online dispute

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