



AI and Dispute Resolution

Colin Rule
Suffolk Bar Association
March 18, 2025

Online Dispute Resolution is the use of information and communications technology to help parties resolve their disputes.



ODR.COM

Marie Curie





Power of Radium at Your Disposal

Twenty-three years ago radium was unknown. Today, thanks to constant laboratory work, the power of this most unusual of elements is at your disposal. Through the medium of Undark, radium serves you safely and surely.

Does Undark really contain radium? Most assuredly. It is radium, combined in exactly the proper manner with zinc sulphide, which gives Undark its ability to shine *continuously* in the dark.

Manufacturers have been quick to recognize the value of Undark. They apply it to the dials of watches and clocks, to electric push buttons, to the buckles of bed room slippers, to house numbers, flashlights, compasses, gasoline gauges, autometers and many other articles which you frequently wish to see in the dark.

The next time you fumble for a lighting switch, bark your shins on furniture, wonder vainly what time it is *because of the dark*—remember Undark. *It shines in the dark.* Dealers can supply you with Undarked articles.

For interesting little folder telling of the production of radium and the uses of Undark address

RADIUM LUMINOUS MATERIAL CORPORATION
58 PINE STREET - - - - - NEW YORK CITY
Factories: Orange, N. J. Mines: Colorado and Utah

UNDARK

Radium Luminous Material

Shines in the Dark

CRÈME
COLD CREAM
POUR PEAUX SÈCHES
CRÈME
MAURESQUE
FOND DE TEINT
POUDRE
SAVON
LAIT DE TOILETTE
DÉMAQUILLANT
ROUGE À LÈVRES
DENTIFRICE

THO-RADIA

MÉTHODE
SCIENTIFIQUE
DE
BEAUTÉ

EN PHARMACIE EXCLUSIVEMENT

THE GREAT RADIUM DANCE

THE RADIUM DANCE

by JEAN SCHWARTZ
As Introduced in
"PIFF-PAFF-POUF"

VERDOL OF THE WHITNEY WALTONS PROD CO DETROIT NEW YORK

Radium Brand
CREAMERY BUTTER



"Here's Health!"

invigorating, natural radioactive water from the Radium-Spa.

They are simple and easy
and every one. Get plenty of fresh, invigorating, natural radioactive water from the Radium-Spa.





AI



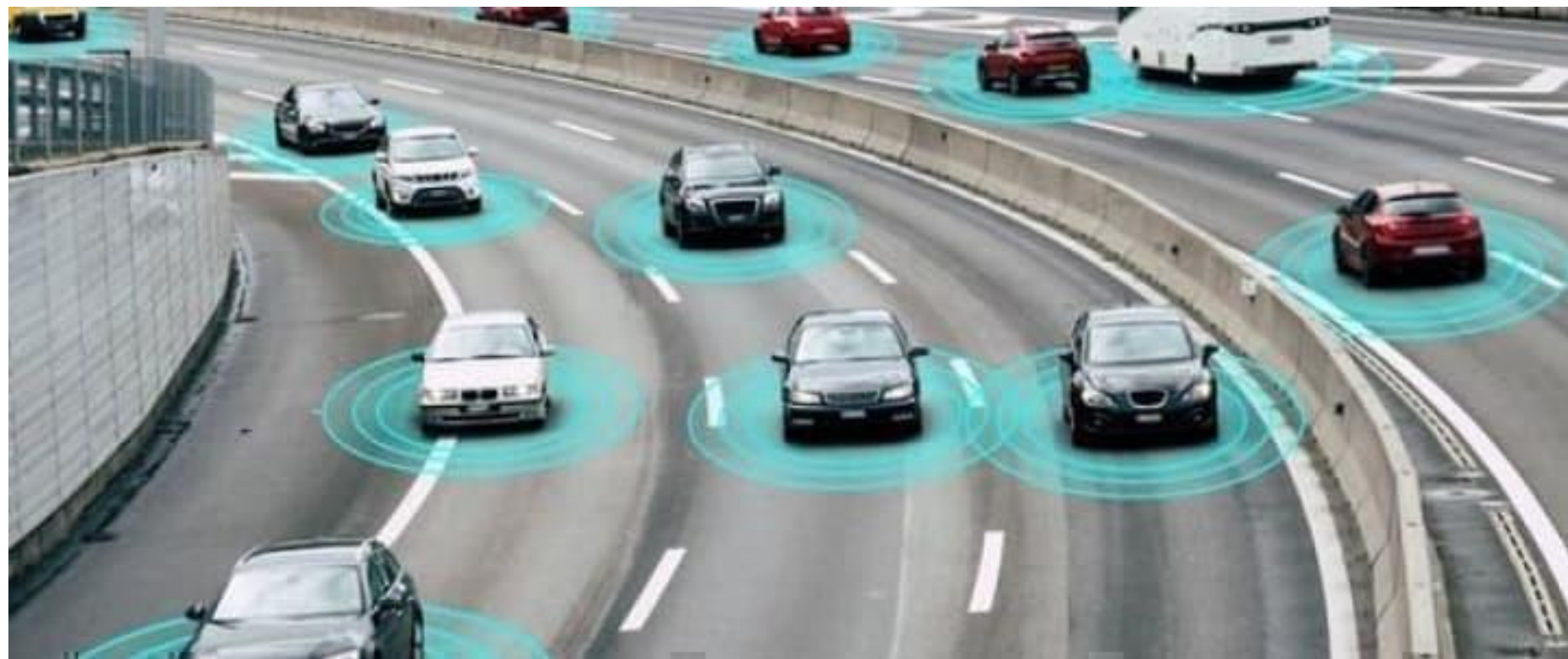


SKYNET

NEURAL NET-BASED ARTIFICIAL INTELLIGENCE

CYBERDYNE SYSTEMS CORPORATION



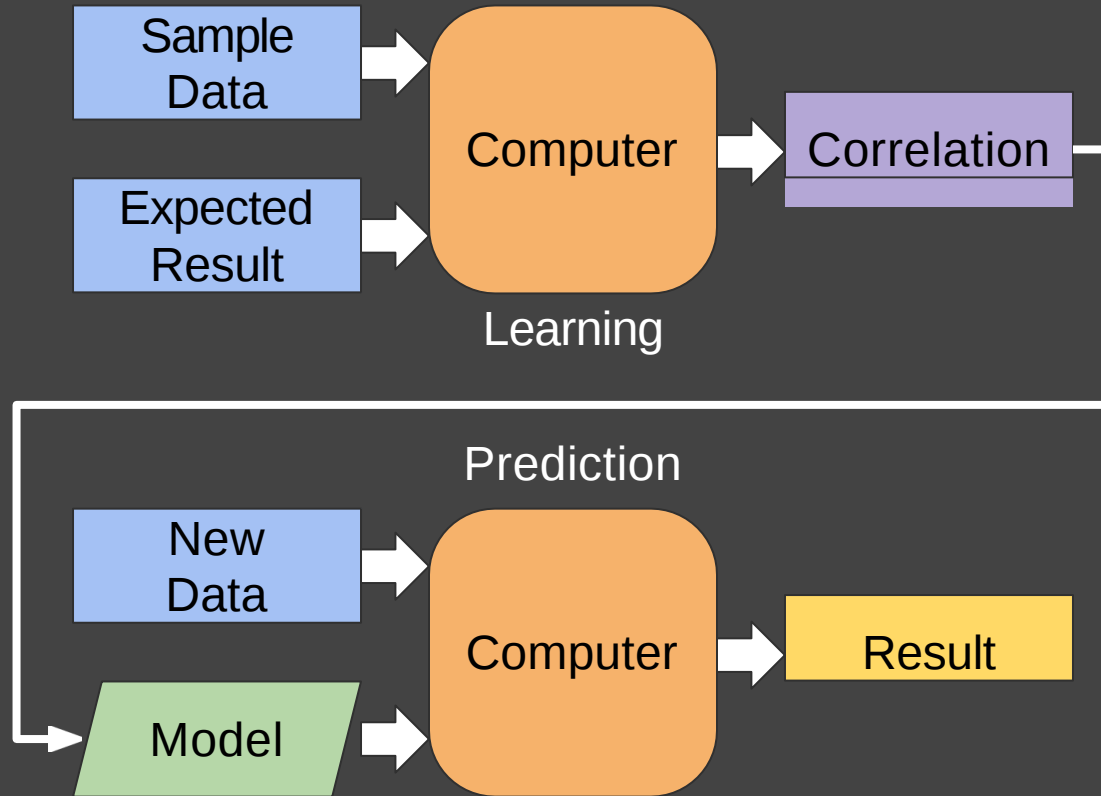




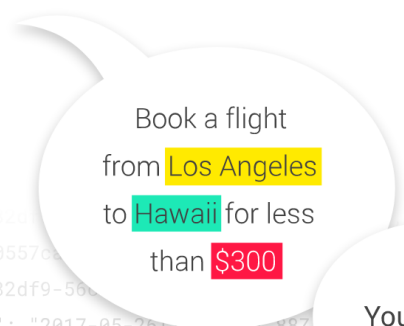


How does AI work?

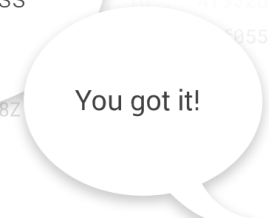
AI methods 'learn' by observation, essentially pattern recognition, and generate a decision-making tool that predicts an outcome based on input values



Source: Virginia Dignum https://drive.google.com/file/d/15gcKIQj0Ev_LeqsEB3ldzhRXeNEMeIZI/view



Book a flight
from Los Angeles
to Hawaii for less
than \$300



You got it!

```
{  
  "id": "4f932df9-56a9f2-9c88f0557caa",  
  "timestamp": "2017-05-26T14:10:00.882Z",  
  "lang": "en",  
  "result": {  
    "source": "agent",  
    "action": "flight.book", "parameters": {  
      "geo-city": "Los Angeles",  
      "geo-state-us": "Hawaii", "price": {  
        "amount": 300, "currency": "USD"},  
      "contexts": [{  
        "name": "flightbook", "parameters": {  
          "geo-state-us.original": "Hawaii",  
          "price": {  
            "amount": 300,  
            "currency": "USD"  
          }  
        },  
        "geo-city": "Los Angeles",  
      }  
    }  
  }  
}
```

Generative AI

A large neural network machine learning algorithm that predicts the next word in a series using the rules it has gleaned from analyzing billions of data segments drawn from the internet

Large Learning Models (LLMs) do not require training on structured data sets – they take enormous amounts of unstructured data and find patterns

What is RAG?

- Retrieval augmented generation, or RAG, is an architectural approach that can improve the efficacy of large language model (LLM) applications by leveraging custom data. This is done by retrieving data/documents relevant to a question or task and providing them as context for the LLM.



Sources



+ Add source

Select all sources



WBG Vendor RFI Questions and Respo...



NotebookLM

Chat

Refresh

file sharing, and communication 4 It can be configured to handle any type of conflict resolution process 2 .

• **Configurability:** The platform is fully configurable, allowing administrators to define fields, relationships, tabs, and user roles 3 . It can be customized to fit the needs of any organization, team, dispute type, or caseload 3 . The system can also be configured through an administrative interface without needing to write code

6

• **Scalability and Integration:** The platform is designed to handle large volumes of cases and users and supports integrations with other systems through a documented API 4 It also includes an integrated business intelligence platform 2 .

• **Security:** ODR.com prioritizes data confidentiality and has implemented security measures, including encryption and security certifications 10 It is also GDPR compliant 12 .

• **Support and Training:** ODR.com provides extensive training and support resources, including manuals, videos, and full-time trainers 13 . Support is available via phone, email, and chat 14

ODR.com is the successor to mediate.com's caseload manager product, which launched 12 years ago 16 . The ODR.com platform was created in 2021 16 . It was acquired by the American Arbitration Association in May 2024 17 . The company has approximately 35 employees in the US and India, along with 15 consultants 18 . The platform is utilized by over 120 customers, including the International Monetary Fund 2

The platform is continually updated with new features and improvements 19 ODR.com has a product roadmap that includes over 50 additional features planned for release over the next year 19 . Future developments include artificial intelligence, integration with external calendaring and accounting platforms, and self-service resolution options for disputants 21 .

Save to note



Start typing...

1 source



What key features differentiate ODR.com from competitors?

How d



Studio



Audio Overview



Deep Dive conversation

Two hosts (English only)

Customize

Generate

Notes



+ Add note



Study guide



Briefing doc



FAQ



Timeline



Saved notes will appear here

Save a chat message to create a new note, or click Add note above.



RPS Negotiation and Mediation Coach

By John Lande &

This helps people prepare for and participate in negotiation or mediation using Real Practice Systems Checklists. It may make mistakes.

Users should review the output, assess its usefulness, ask follow-up questions, and decide what to use. It does not provide legal advice or act as a mediator.

I'm an attorney
or mediator.

I'm an instructor,
trainer, student,
or trainee.

I'm an ADR
program
administrator.

I'm having a
problem with a
dispute or deal.

<https://chatgpt.com/g/g-67bdbff0204c81919bae3f14ac7810dc-rps-negotiation-and-mediation-coach>

Ask anything



Online Mediator Scenario

Pretend you are an online mediator for OnlineMediators.com. You receive a case assignment and when you log in to the thread to get started to see the following chain of messages. What would your first posting be in this situation?

Complainant

Hello. My name is Charles Lim. I was given the login to this web page by the case administrator at OnlineMediators.com. I worked as an book keeper for Peter Chua but never received payment for the services I rendered. I am eager to get this issue resolved as quickly as possible.

Online Mediator Scenario (2)

Respondent

My name is Peter Chua. I just received an email that I've been asked to participate in this online mediation -- I was surprised. I clicked the link in the email and it brought me here. I've never been in a mediation before. I did employ Charles Lim, but the work he did was not acceptable, that was why he was not paid. I've never been in a process like this before. How is this supposed to work?

Complainant

Peter, it is not true that my work was substandard. As I explained to you, I followed all of the best practice accounting standards. Please do not present that false information to the mediator.

Respondent

If the mediator does even a cursory investigation she will quickly see that the work was in fact not acceptable, and she will decide in my favor.

What's Next: AI Agents

What is an AI agent?

AI agents are a type of AI that can understand and respond to inquiries without human intervention. AI agents continuously improve their own performance through self-learning. This is distinct from traditional AI, which requires human input for specific tasks.

- Risk Analysis
- Early Case Assessment
- Algorithmic Case Evaluation
- Enhancing Accessibility
- Decision Support (for parties and mediators)
- Automated Legal Research + Document Analysis
- Predictive Analytics + Settlement Optimization
- Reducing Bias + Improving Neutrality



Potential for RAG LLMs and ODR

- Document queries for all documents uploaded into a workspace
- AI assisted case filing (natural language)
- AI assisted document generation (creating draft agreements)
- Tone monitoring - communication de-toxifying
- Certification and continuing education
- AI assisted panelist search
- Coaching - asking questions, reframing, urging toward settlement
- AI evaluation – analyzes submitted information, asks questions, offers opinion on a fair resolution

Effective Prompts

- Specify your target audience
e.g. **"explain how WiFi works"** vs **"explain how Wi-Fi works to a 10-year-old."**
- Analyze external content
e.g. **"I've attached a document. Summarize the key points, simplify complex language, and highlight any inconsistencies."** Or even **"analyze this document from the perspective of a law school professor."**
- Don't use the default style/tone
e.g. **"When you respond, imagine you're a trained expert arbitrator and you're drafting an award..."**
- Constrain responses
e.g. **"exactly three paragraphs"** or **"under 100 words"**
- Provide a template response
e.g. **"I've uploaded two examples of correctly formatted content, utilize the same pattern."**
- Use a negative prompt (what you don't want in the response)

Ways Mediators Can Use AI Today

- RAG LLMS (NotebookLM)
- Deep Research (ChatGPT 4.5)
- Co-Authoring (ChatGPT Canvas)
- Visualization (Next Level Mediation)
- Coaching (Claude)
- Assistant (Clearbrief)
- Evaluation (Learned-Hand, FourthParty.ai)

“There’s nothing artificial about AI.
It’s inspired by people,
it’s created by people,
and—most importantly—
it impacts people.”

—*Fei-Fei Li*

Source: <https://www.wired.com/story/fei-fei-li-artificial-intelligence-humanity/>



```
#include <iostream>
using namespace std;
int main()
{
    int a, b;
    cin >> a >> b;
    cout << a + b << endl;
    return 0;
}
```

```
try {
    // ...
} catch (...) {
    // ...
}

// ...

// ...
```

```
int main()
{
    int a, b;
    cin >> a >> b;
    cout << a + b << endl;
    return 0;
}
```

```
int main()
{
    int a, b;
    cin >> a >> b;
    cout << a + b << endl;
    return 0;
}
```

```
int main()
{
    int a, b;
    cin >> a >> b;
    cout << a + b << endl;
    return 0;
}
```

```
int main()
{
    int a, b;
    cin >> a >> b;
    cout << a + b << endl;
    return 0;
}
```

```
int main()
{
    int a, b;
    cin >> a >> b;
    cout << a + b << endl;
    return 0;
}
```

```
int main()
{
    int a, b;
    cin >> a >> b;
    cout << a + b << endl;
    return 0;
}
```