

Keynote Speaker – Colin Rule

Using Technology to Find a Way in the Woods: The Brave New World of Online Dispute Resolution

More than 100 million disputes are filed online each year around the world, and the number is growing every month. As our society becomes increasingly wired, disputants are expecting that their neutrals will be able to use the latest information and communication technologies to get their issues resolved as quickly and effectively as possible. Computer mediated communication changes many aspects of the dispute resolution process, and online interaction offers both advantages and disadvantages for dispute resolution.



In this innovative session, ODR Pioneer **Colin Rule**, eBay and PayPal's first Director of Online Dispute Resolution and author of *Online Dispute Resolution for Business*, will walk through both the powers and pitfalls of marrying technology and ADR. Attendees will hear about best practices across the industry, the latest ODR tools, and even get a chance to confront the challenges of designing and implementing online dispute resolution systems. Rest assured non-geeks are welcome: no prior technology experience is required. But if you're interested in learning how to apply these new tools and techniques that will likely be mainstream for ADR in the not-too-distant future, then this session is for you.

Colin Rule is the CEO of [Modria](#), the worldwide leader in designing and implementing online dispute resolution systems to reinforce trust on the internet. Colin has worked at the intersection of technology and conflict resolution for the last two decades. He is currently Co-Chair of the Advisory Board of the [National Center for Technology and Dispute Resolution at UMass-Amherst](#) and a Non-Resident Fellow at the [Center for Internet and Society at Stanford Law School](#). From 2003 to 2011 he served as eBay and PayPal's first director of Online Dispute Resolution, designing and implementing systems that now resolve more than 60 million disputes each year.

Colin is the author of *Online Dispute Resolution for Business*, published by Jossey-Bass in September 2002. He has presented and trained around the world for organizations including the U.S. Department of State, UNCITRAL, the International Chamber of Commerce, and the CPR Institute for Dispute Resolution, as well as teaching at UMass-Amherst, Stanford, Southern Methodist University, and Hastings College of the Law. He has written and been interviewed extensively about the Internet since 1999, with columns and articles appearing in ACResolution, Consensus, Dispute Resolution Magazine, and Peace Review. He holds a master's degree from Harvard University's Kennedy School of Government in conflict resolution and technology, a B.A. in peace studies from Haverford College, and he served as a Peace Corps volunteer in Eritrea from 1995-1997.