

## ON-LINE MEDIATION TOOLS FOR FACE-TO FACE MEDIATORS

On-line dispute resolution came to the forefront in the late 1990's because of the growth of e-commerce. Since then, on-line dispute resolution has been used in over 1 million disputes. You are invited to a one-hour presentation on the subject of On-Line Mediation on *Thursday, February 1<sup>st</sup> from 6:00 to 7:00 p.m.* at the *Mediation Center of the Pacific, 680 Iwilei Rd, Suite 530, Honolulu.* If you need directions, please call us at 521-6767.

This presentation will cover:

- On-Line Mediation, A Brief History
- Comparison of SquareTrade On-Line Mediation Model and MCP Face-to-Face Model
- Applying On-Line Mediation Tools in Face-to-Face Mediations
- Questions and Answers

### Speakers:

*Giuseppe Leone* and *Cindy Alm* were in the 1997 mediation training class for MCP and are volunteer mediators for MCP. They were trained in 2001 in on-line mediation by SquareTrade, an on-line mediation company based in San Francisco. They have mediated several hundreds of dispute on-line.

*This presentation is sponsored by:*

**The Mediation Center of the Pacific, Inc.  
The Center for Alternative Dispute Resolution  
University of Hawaii's Program on Conflict Resolution**