emg ASSOCIATES

LONDON PROGRAMME:

ONLINE AND HYBRID DISPUTE RESOLUTION: STRATEGY, PROCESS, AND PRACTICE



PRESENTED BY:

Mohammed AlNasser

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Where Knowledge becomes Confidence

LONDON PROGRAMME:

ONLINE AND HYBRID DISPUTE RESOLUTION: STRATEGY, PROCESS, AND PRACTICE

Presented by qualified Arbitrator

The Welbeck Hotel
57-59 Welbeck St
London W1G 9BL

MONDAY – FRIDAY

09:30AM TO 14:30PM

£4500

[00]

BROCHURE CODE EMG-SUM26D

LONDON PROGRAMME:

ONLINE AND HYBRID DISPUTE RESOLUTION: STRATEGY, PROCESS, AND PRACTICE

Online dispute resolution (ODR) has become an integral part of modern dispute resolution practice, particularly in cross-border and international matters. Mediation, arbitration, and other ADR processes are increasingly conducted in virtual or hybrid formats, requiring practitioners to adapt traditional principles of fairness, confidentiality, and due process to digital environments.
This intensive five-day programme provides participants with a practical and internationally relevant understanding of how to design, manage, and conduct ADR proceedings online. It examines procedural, legal, and ethical considerations applicable across jurisdictions, with a strong focus on international best practices rather than domestic rules.
The programme addresses the opportunities and risks associated with online ADR, including procedural integrity, party equality, cybersecurity, and enforceability of outcomes.



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Day 01

Foundations of Online Dispute Resolution

Focus: Online and hybrid ADR Evolution

- Evolution of ADR and the development of online dispute resolution
- Party autonomy, consent, and procedural flexibility
- Types of disputes suitable for online and hybrid ADR
- Due process, equality of arms, and procedural fairness online
- International principles governing ADR and ODR

Practical Work:

Case study: assessing suitability of disputes for online ADR

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Day 02

Procedural Design and Technology in Online ADR

Focus: Practical design and management of online ADR processes

- Designing procedures for online ADR proceedings
- Managing time zones, languages, and cultural diversity
- Selection and management of technology platforms
- Addressing accessibility and inclusion in virtual proceedings
- Confidentiality, data protection, and information security

Practical Work:

Designing a procedural framework for an online ADR process

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Day 03

Conducting Online Mediation and Negotiation

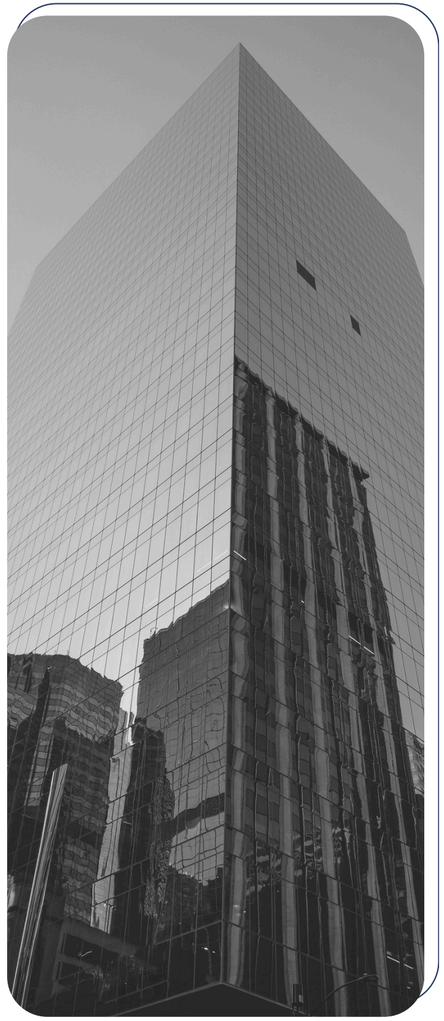
Focus: Mediator’s role and techniques in virtual and hybrid mediation

- Role of the mediator in online and hybrid environments
- Managing power imbalances and behavioural challenges online
- Managing joint sessions, caucuses, and private meetings
- Negotiation strategies and settlement techniques in ODR
- Communication dynamics and engagement in virtual mediation

Practical Work:

Simulation: conducting an online mediation

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Day 04

Online Arbitration and Virtual Hearings

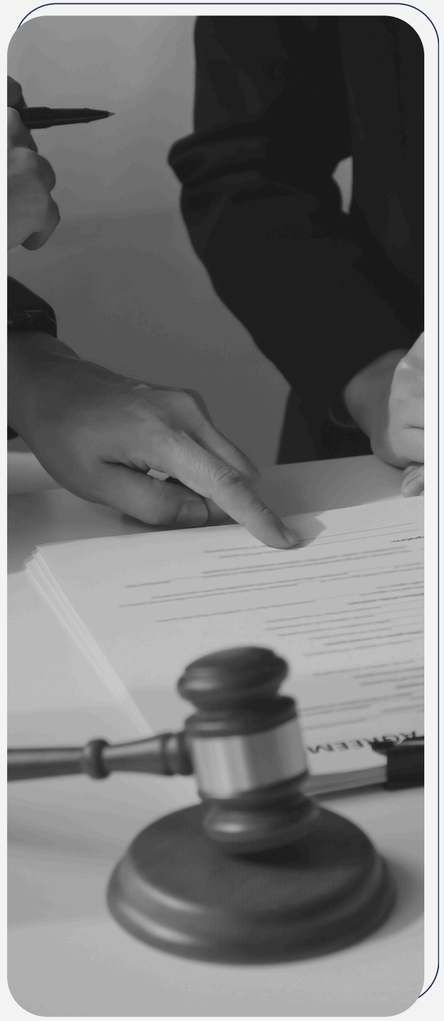
Focus: Effective management of virtual arbitration

- Managing virtual arbitral proceedings
- Procedural integrity, recordings, and transcripts
- Presentation and management of documentary and electronic evidence
- Managing objections, disruptions, and technical challenges
- Examination of witnesses and experts online

Practical Work:

Case study: procedural decision-making in online arbitration

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Day 05

Ethics, Enforceability, and Future Developments

Focus: Ethical duties, enforceability, and practical problem solving in online ADR

- Ethical obligations of neutrals and representatives in online ADR
- Confidentiality, impartiality, and independence in digital proceedings
- Enforceability of settlements and awards arising from online ADR
- Managing procedural challenges and technology failures
- Hybrid dispute resolution models and emerging trends

Practical Work:

Final exercise: designing an internationally compliant online ADR process

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Learning Outcome

By the end of the course, participants will be able to:

- Understand the international legal and procedural principles governing online dispute resolution.
- Design and conduct mediations, arbitrations, and other ADR processes in virtual and hybrid environments.
- Apply best practices to ensure fairness, due process, and procedural integrity in online ADR.
- Manage evidence, witnesses, and hearings effectively in digital proceedings.
- Address ethical, confidentiality, and cybersecurity challenges in cross-border online ADR.
- Advise clients and organisations on the effective use of online ADR in international disputes.

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Our Training Strategy

is based on personalised learning, where we aim to develop the competence of every delegate by actively engaging them in the course.

EMG Associates' Presenter:

Mohammed AlNasser is an Advocate and former District Court Judge in the Hashemite Kingdom of Jordan. Mr. AlNasser is an Arbitrator and Mediator. His arbitration practice is focused on complex commercial and real property arbitration, general civil arbitration, and mediation. He has also mediated several hundred cases to successful resolution. Mr. AlNasser has also worked as legal counsel for the Dubai Government and the Abu Dhabi Government in the UAE for over 12 years.

Mr. AlNasser is listed as an Arbitrator with the Abu Dhabi International Arbitration Centre (ArbitrateAD), the Singapore International Arbitration Centre (SIAC), the Oman Commercial Arbitration Centre (OAC), the Dubai International Arbitration Centre (DIAC), and the Cairo Regional Centre for International Commercial Arbitration (CRCICA), and as an Arbitrator and Mediator with the Saudi Centre for Commercial Arbitration (SCCA).

Mr. AlNasser is also a Fellow of the Chartered Institute of Arbitrators (FCIArb) and an affiliate member of the American Bar Association (ABA).

Accreditation:

EMG Associates (UK) Limited is an accredited training provider of the Government of Dubai Legal Affairs Department (GLAD), under the Continuing Legal Professional Development (CLPD) Programme (Provider Code: BB18).

Eligible EMG programmes, where accredited by the Department, may qualify for CLPD points for registered Dubai legal consultants, subject to the applicable programme requirements.

Our programmes are also designed to support the continuing professional development and competence of legal professionals, including solicitors regulated by the Solicitors Regulation Authority (SRA) in England and Wales, in accordance with their individual professional development obligations.

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THE GOVERNMENT OF DUBAI LEGAL AFFAIRS DEPARTMENT

Solicitors Regulation Authority

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Contact | EMGUK

+44 (0) 778 595 2645

+44 (0) 20 3827 0966

info@emguk.net

www.emguk.net

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