



**GLOBAL POUND
CONFERENCE SERIES**
2016-17

SHAPING THE FUTURE OF DISPUTE RESOLUTION
& IMPROVING ACCESS TO JUSTICE

ONLINE VOTING RESULTS
(July-August 2017)



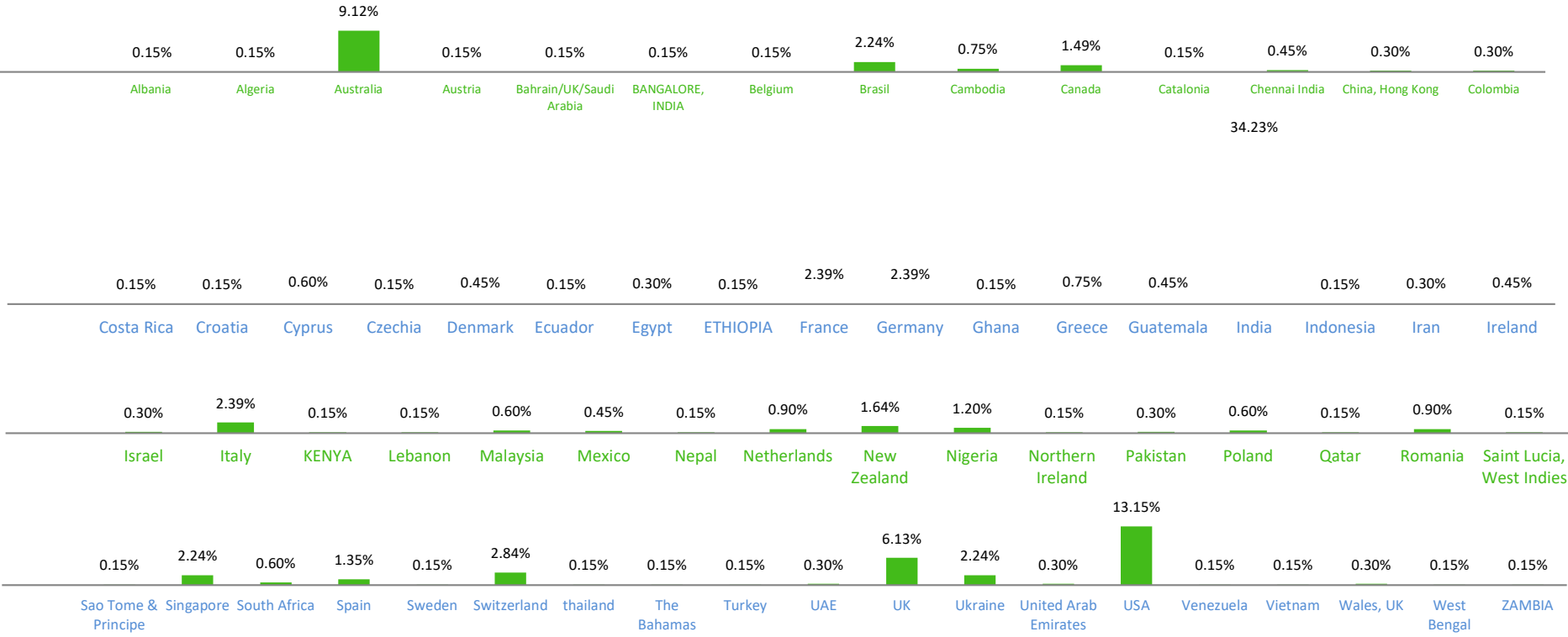
ONLINE VOTES
(July 2017-August 2017)



Delegate Information – Online Voting

In what country are you based?

(680/732 voters)



Demographic Results - Which is your category of stakeholder?

(If your regular practice involves several of these options, please select the one in which you have primarily been involved).

(732 voters)

Party (user of dispute resolution services): A business person or in-house counsel involved in commercial disputes (122) 16.67%



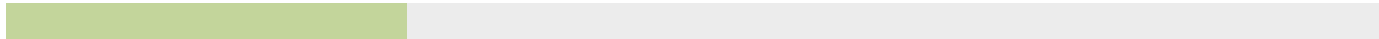
Advisor: An external lawyer or consultant to a party (195) 26.64%



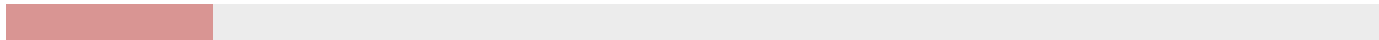
Adjudicative Provider: A judge, arbitrator, or organisation providing their services (84) 11.48%



Non-Adjudicative Provider: A conciliator, mediator or organisation providing such services (219) 29.92%



Influencer: A researcher, educator, employee/representative of government, or any other person not in categories 1-4 above (112) 15.30%



Session 1 Question 1 - Group Results

What outcomes do parties most often want before starting a process in commercial and/or civil dispute resolution?

(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(3480 points: maximum no. of possible points per answer = 1740 points)

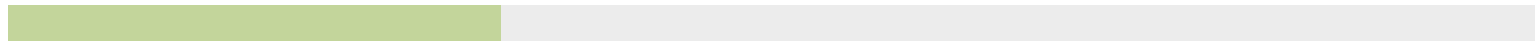
2.Financial (e.g. damages, compensation, etc.) (1089) 61.00%



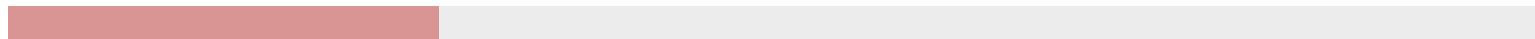
1.Action-focused (e.g. prevent action or require an action from one of the parties) (987) 55.00%



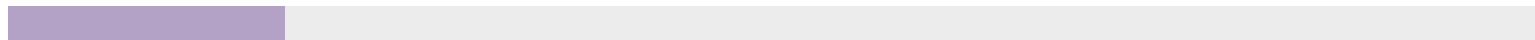
4.Psychological (e.g., vindication, closure, being heard, procedural fairness) (564) 32.00%



5.Relationship-focused (e.g. terminate or preserve a relationship) (503) 28.00%



3.Judicial (e.g. setting a legal precedent) (316) 18.00%



Other (21) 1.00%



Session 1 Question 1 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: Ajudge,...	Non-Adjudicative Provider: A	Influencer: A researcher,
1	2.Financial (e.g. damages, compensation,...) 62% 	2.Financial (e.g. damages, compensation,...) 64% 	2.Financial (e.g. damages, compensation,...) 67% 	2.Financial (e.g. damages, compensation,...) 61% 	2.Financial (e.g. damages, compensation,...) 62%
2	1.Action-focused (e.g. prevent action...) 61% 	1.Action-focused (e.g. prevent action...) 60% 	1.Action-focused (e.g. prevent action...) 54% 	1.Action-focused (e.g. prevent action...) 54% 	1.Action-focused (e.g. prevent action...) 55%
3	5.Relationship-focused (e.g. terminate or...) 33% 	3.Judicial (e.g. setting a...) 26% 	4.Psychological (e.g., vindication, closure,...) 28% 5.Relationship-focused (e.g. terminate or...) 28% 	4.Psychological (e.g., vindication, closure,...) 45% 	4.Psychological (e.g., vindication, closure,...) 40%
4	3.Judicial (e.g. setting a...) 24% 	5.Relationship-focused (e.g. terminate or...) 25% 	3.Judicial (e.g. setting a...) 22% 	5.Relationship-focused (e.g. terminate or...) 31% 	5.Relationship-focused (e.g. terminate or...) 26%
5	4.Psychological (e.g., vindication, closure,...) 19% 	4.Psychological (e.g., vindication, closure,...) 24% 	Other 1% 	3.Judicial (e.g. setting a...) 8% 	3.Judicial (e.g. setting a...) 16%
6	Other 2% 	Other 1% 		Other 1% 	Other 1%

Session 1 Question 2 - Group Results

When parties are choosing which type(s) of dispute resolution process(es) to use, which of the following has the most influence?

(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(3372 points: maximum no. of possible points per answer = 1686 points)

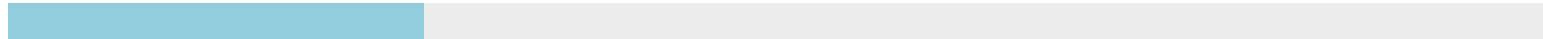
1. Advice (e.g. from lawyer or other advisor) (961) 55.00%



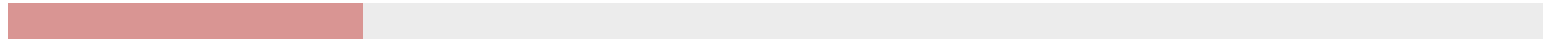
3. Efficiency (e.g. time/cost to achieve outcome) (902) 52.00%



2. Confidentiality expectations (475) 27.00%



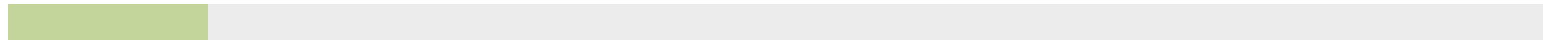
5. Predictability of outcome (406) 23.00%



6. Relationships (e.g. preventing conflict escalation) (396) 23.00%



4. Industry practices (219) 13.00%



Other (13) 1.00%



Session 1 Question 2 - Cross sorted Results

AVG Rank	Party (user of dispute...	Advisor: An external lawyer...	Adjudicative Provider: Ajudge,...	Non-Adjudicative Provider: A conciliator,...	Influencer: A researcher, educator,...
1	3.Efficiency (e.g. time/cost to... 55%	1.Advice (e.g. from lawyer... 66%	3.Efficiency (e.g. time/cost to... 60%	1.Advice (e.g. from lawyer... 55%	1.Advice (e.g. from lawyer... 55%
2	1.Advice (e.g. from lawyer... 50%	3.Efficiency (e.g. time/cost to... 51%	1.Advice (e.g. from lawyer... 55%	3.Efficiency (e.g. time/cost to... 54%	3.Efficiency (e.g. time/cost to... 51%
3	6.Relationships (e.g. preventing conflict... 29%	2.Confidentiality expectations 33%	6.Relationships (e.g. preventing conflict... 24%	2.Confidentiality expectations 29%	6.Relationships (e.g. preventing conflict... 26% 2.Confidentiality expectations 26%
4	2.Confidentiality expectations 28%	5.Predictability of outcome 21%	5.Predictability of outcome 22%	6.Relationships (e.g. preventing conflict... 26%	5.Predictability of outcome 25%
5	5.Predictability of outcome 27%	6.Relationships (e.g. preventing conflict... 15%	2.Confidentiality expectations 21%	5.Predictability of outcome 25%	4.Industry practices 17%
6	4.Industry practices 11%	4.Industry practices 13%	4.Industry practices 17%	4.Industry practices 10%	
7		Other 1%	Other 2%	Other 1%	

Session 1 Question 3 - Group Results

When lawyers (whether in-house or external) make recommendations to parties about procedural options for dispute resolution, which of the following has the most influence?

(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(3306 points: maximum no. of possible points per answer = 1653 points)

1. Familiarity with a particular type of dispute resolution process (1003) 59.00%



5. The type of outcome requested by the party (e.g. money, an injunction, etc.) (729) 43.00%



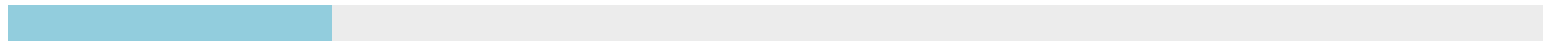
3. Impact on costs/fees the lawyer can charge (682) 40.00%



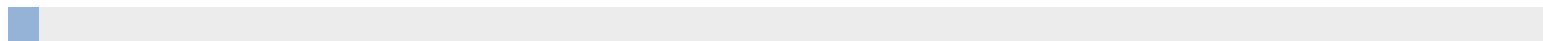
4. The party's relationships with the other party(ies) or stakeholders (502) 30.00%



2. Industry practices (357) 21.00%



Other (33) 2.00%



Session 1 Question 3 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: Ajudge,...	Non-Adjudicative Provider: A conciliator,...	Influencer: A researcher, educator,...
1	1.Familiarity with a particular... 59%	1.Familiarity with a particular... 57%	1.Familiarity with a particular... 64%	1.Familiarity with a particular... 62%	1.Familiarity with a particular... 65%
2	3.Impact on costs/fees 44%	5.The type of outcome... 48%	5.The type of outcome... 44%	5.The type of outcome... 47%	3.Impact on costs/fees 46%
3	4.The party's relationships with... 39%	3.Impact on costs/fees the... 38%	3.Impact on costs/fees the... 36%	3.Impact on costs/fees the... 42%	5.The type of outcome... 39%
4	5.The type of outcome... 38%	4.The party's relationships with... 29%	2.Industry practices 29%	4.The party's relationships with... 29%	4.The party's relationships with... 30%
5	2.Industry practices 19%	2.Industry practices 26%	4.The party's relationships 26%	2.Industry practices 17%	2.Industry practices 20%
6	Other 1%	Other 2%	Other 2%	Other 3%	Other 1%

Session 1 Question 4 - Group Results

What role do parties want providers to take in dispute resolution processes?

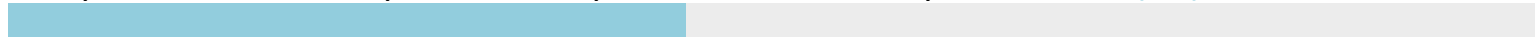
(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(3288 points: maximum no. of possible points per answer = 1644 points)

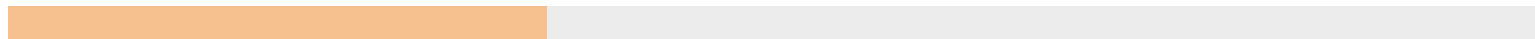
5.The parties initially do not have a preference but seek guidance from the providers regarding optimal ways of resolving their dispute (973) 58.00%



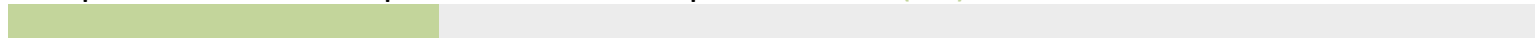
2.The providers decide on the process and the parties decide how the dispute is resolved (740) 44.00%



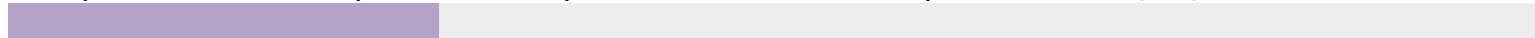
1.The parties decide how the process is conducted and how the dispute is resolved (the providers just assist) (581) 35.00%



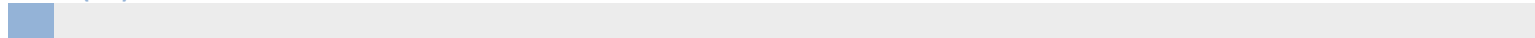
4.The providers decide on the process and how the dispute is resolved (478) 28.00%



3.The parties decide on the process and the providers decide how the dispute is resolved (467) 28.00%



Other (49) 3.00%



Session 1 Question 4 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider: A conciliator,...	Influencer: A researcher, educator,...
1	5.The parties initially do... 52% 	5.The parties initially do... 53% 	5.The parties initially do... 59% 	5.The parties initially do... 68% 	5.The parties initially do... 60%
2	3.The parties decide on... 42% 	1.The parties decide how... 39% 	2.The providers decide on... 42% 	2.The providers decide on... 57% 	2.The providers decide on... 41%
3	2.The providers decide on... 40% 	2.The providers decide on... 38% 	3.The parties decide on... 35% 	1.The parties decide how... 34% 	1.The parties decide how... 38%
4	1.The parties decide how... 37% 	4.The providers decide on... 37% 	4.The providers decide on... 33% 	4.The providers decide on... 21% 	4.The providers decide on... 29%
5	4.The providers decide on... 28% 	3.The parties decide on... 31% 	1.The parties decide how... 24% 	3.The parties decide on... 16% 	3.The parties decide on... 28%
6	Other 1% 	Other 1% 	Other 7% 	Other 4% 	Other 3%

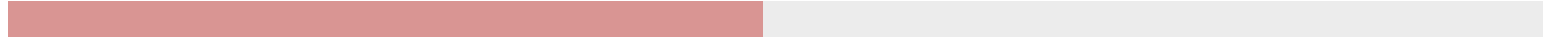
Session 1 Question 5 - Group Results

What role do parties typically want lawyers (i.e., in-house or external counsel) to take in dispute resolution processes?

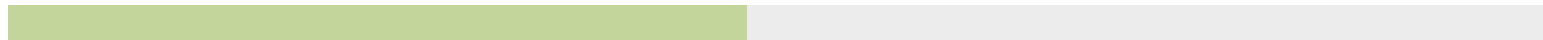
(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(3192 points: maximum no. of possible points per answer = 1596 points)

5. Speaking for parties and/or advocating on a party's behalf (803) 49.00%



4. Working collaboratively with parties to navigate the process. May request actions on behalf of a party (786) 48.00%



3. Participating in the process by offering expert opinions, not acting on behalf of parties (573) 35.00%



2. Acting as advisors and accompanying parties but not interacting with other parties or providers (538) 33.00%



1. Acting as coaches, providing advice but not attending (297) 18.00%



6. Parties do not normally want lawyers to be involved (151) 9.00%



Other (44) 3.00%



Session 1 Question 5 - Cross sorted Results	AVG Rank	Party (user of dispute...	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider:	Influencer: A
1	4. Working collaboratively with parties... 44%	5. Speaking for parties and/or... 53%	5. Speaking for parties and/or... 68%	5. Speaking for parties and/or... 52%	4. Working collaboratively with parties... 48%	
2	3. Participating in the process... 43%	4. Working collaboratively with parties... 48%	4. Working collaboratively with parties... 55%	3. Participating in the process... 31%	3. Participating in the process... 46%	
3	2. Acting as advisors and... 38%	2. Acting as advisors and... 40%	3. Participating in the process... 25%	1. Acting as coaches, providing... 18%	5. Speaking for parties and/or... 44%	
4	5. Speaking for parties and/or... 36%	3. Participating in the process... 36%	2. Acting as advisors and... 17%	6. Parties do not normally... 13%	2. Acting as advisors and... 36%	
5	1. Acting as coaches, providing... 28%	1. Acting as coaches, providing... 16%	1. Acting as coaches, providing... 13%	Other 3%	1. Acting as coaches, providing... 19%	
6	6. Parties do not normally... 10%	6. Parties do not normally... 5%	Other 10%		6. Parties do not normally... 7%	
7	Other 1%	Other 1%				

Session 2 Question 1 - Group Results

What outcomes do providers tend to prioritise?

(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(3042 points: maximum no. of possible points per answer = 1521 points)

1.Action-focused (e.g. prevent action or require an action from one of the parties) (937) 60.00%



2.Financial (e.g. damages, compensation, etc.) (874) 56.00%



5.Relationship-focused (e.g. terminate or preserve a relationship) (461) 29.00%



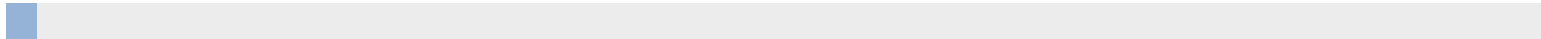
4.Psychological (e.g., vindication, closure, being heard, procedural fairness) (393) 25.00%



3.Judicial (e.g. setting a legal precedent) (348) 22.00%



Other (29) 2.00%



Session 2 Question 1 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider: A conciliator,...	Influencer: A researcher, educator,...
1	1.Action-focused (e.g. prevent action... 63%	1.Action-focused (e.g. prevent action... 65%	1.Action-focused (e.g. prevent action... 68%	1.Action-focused (e.g. prevent action... 55%	1.Action-focused (e.g. prevent action... 64%
2	2.Financial (e.g. damages, compensation,... 59%	2.Financial (e.g. damages, compensation,... 60%	2.Financial (e.g. damages, compensation,... 62%	2.Financial (e.g. damages, compensation,... 50%	2.Financial (e.g. damages, compensation,... 62%
3	5.Relationship-focused (e.g. terminate or... 33%	3.Judicial (e.g. setting a... 28%	4.Psychological (e.g., vindication, closure,... 25%	5.Relationship-focused (e.g. terminate or... 43%	4.Psychological (e.g., vindication, closure,... 29%
4	3.Judicial (e.g. setting a... 31%	5.Relationship-focused (e.g. terminate or... 24%	5.Relationship-focused (e.g. terminate or... 24%	4.Psychological (e.g., vindication, closure,... 35%	3.Judicial (e.g. setting a... 28%
5	4.Psychological (e.g., vindication, closure,... 14%	4.Psychological (e.g., vindication, closure,... 21%	3.Judicial (e.g. setting a... 19%	3.Judicial (e.g. setting a... 14%	5.Relationship-focused (e.g. terminate or... 17%
6		Other 3%	Other 1%	Other 3%	

Session 2 Question 2 - Group Results

In my own experience, the outcome of a commercial and/or civil dispute is determined primarily by:

(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(3048 points: maximum no. of possible points per answer = 1524 points)

1.Consensus: the parties' subjective interests (879) 56.00%



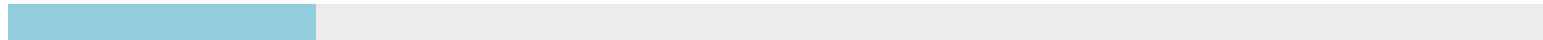
4.Rule of Law: findings of fact and law or other norms (817) 52.00%



3.Equity: general principles of fairness (748) 48.00%



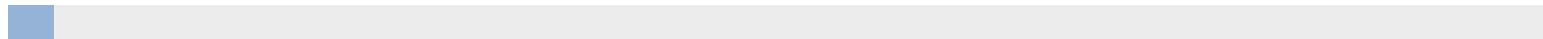
2.Culture: based cultural and/or religious norms (319) 20.00%



5.Status: deferring to authority/hierarchies (239) 15.00%



Other (46) 3.00%



Session 2 Question 2 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider	Influencer: A
1	<p>4.Rule of Law: findings...</p> <p>56%</p>	<p>4.Rule of Law: findings...</p> <p>58%</p>	<p>4.Rule of Law: findings...</p> <p>73%</p>	<p>1.Consensus: the parties' subjective...</p> <p>69%</p>	<p>4.Rule of Law: findings...</p> <p>56%</p>
2	<p>1.Consensus: the parties' subjective...</p> <p>55%</p>	<p>3.Equity: general principles of...</p> <p>56%</p>	<p>1.Consensus: the parties' subjective...</p> <p>48%</p> <p>3.Equity: general principles of...</p> <p>48%</p>	<p>3.Equity: general principles of...</p> <p>45%</p>	<p>3.Equity: general principles of...</p> <p>50%</p>
3	<p>3.Equity: general principles of...</p> <p>47%</p>	<p>1.Consensus: the parties' subjective...</p> <p>54%</p>	<p>2.Culture: based cultural and/or...</p> <p>17%</p>	<p>4.Rule of Law: findings...</p> <p>40%</p>	<p>1.Consensus: the parties' subjective...</p> <p>49%</p>
4	<p>2.Culture: based cultural and/or...</p> <p>23%</p>	<p>2.Culture: based cultural and/or...</p> <p>18%</p>	<p>5.Status: deferring to authority/hierarchies</p> <p>12%</p>	<p>2.Culture: based cultural and/or...</p> <p>23%</p>	<p>2.Culture: based cultural and/or...</p> <p>22%</p> <p>5.Status: deferring to authority/hierarchies</p> <p>22%</p>
5	<p>5.Status: deferring to authority/hierarchies</p> <p>17%</p>	<p>5.Status: deferring to authority/hierarchies</p> <p>12%</p>	<p>Other</p> <p>2%</p>	<p>5.Status: deferring to authority/hierarchies</p> <p>16%</p>	<p>Other</p> <p>1%</p>
6	<p>Other</p> <p>2%</p>	<p>Other</p> <p>2%</p>		<p>Other</p> <p>6%</p>	

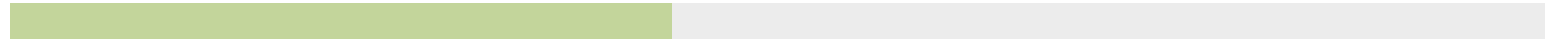
Session 2 Question 3

What is achieved by participating in a non-adjudicative process (mediation or conciliation) (whether voluntary or involuntary - e.g. court ordered)?

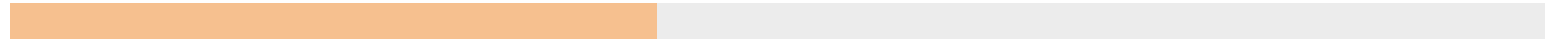
(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(3036 points: maximum no. of possible points per answer = 1518 points)

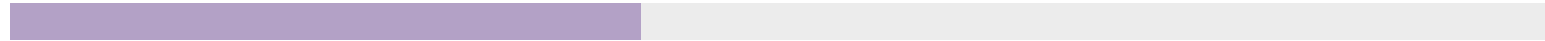
4.Reduced costs and expenses (673) 43.00%



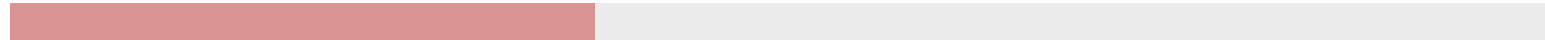
1.Better knowledge of the strengths/weaknesses of the case or likelihood of settlement (659) 42.00%



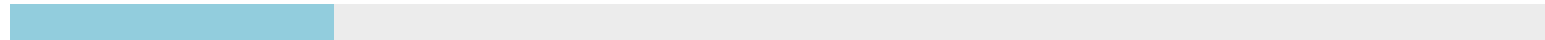
3.Improving or restoring relationships (636) 41.00%



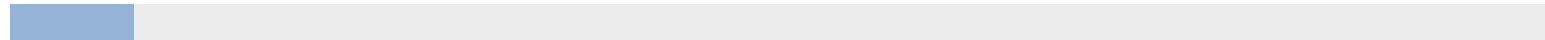
5.Retaining control over the outcome (598) 38.00%



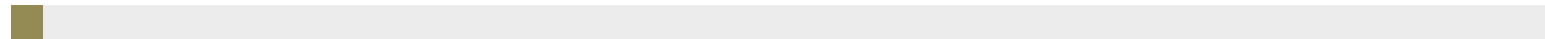
2.Compliance (e.g. avoiding cost sanctions, meeting contractual obligations) (331) 21.00%



6.Tactical/strategic advantage (e.g. delay) (123) 8.00%



Other (16) 1.00%



Session 2
Question 3 -
Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider:	Influencer:
1	3.Improving or restoring relationships 49% 	1.Better knowledge of the... 55% 	4.Reduced costs and expenses 55% 	5.Retaining control over the... 60% 	3.Improving or restoring relationships 44%
2	1.Better knowledge of the... 47% 	3.Improving or restoring relationships 39% 	1.Better knowledge of the... 45% 	4.Reduced costs and expenses 47% 	4.Reduced costs and expenses 42% 1.Better knowledge of the... 42%
3	4.Reduced costs and expenses 43% 	4.Reduced costs and expenses 38% 	3.Improving or restoring relationships 38% 	3.Improving or restoring relationships 41% 	5.Retaining control over the... 38%
4	5.Retaining control over the... 25% 2.Compliance (e.g. avoiding cost... 25% 	2.Compliance (e.g. avoiding cost... 28% 5.Retaining control over the... 28% 	5.Retaining control over the... 35% 	1.Better knowledge of the... 32% 	2.Compliance (e.g. avoiding cost... 23%
5	6.Tactical/strategic advantage (e.g. delay) 10% 	6.Tactical/strategic advantage (e.g. delay) 12% 	2.Compliance (e.g. avoiding cost... 17% 	2.Compliance (e.g. avoiding cost... 16% 	6.Tactical/strategic advantage (e.g. delay) 9%
6		Other 1% 	6.Tactical/strategic advantage (e.g. delay) 7% 	6.Tactical/strategic advantage (e.g. delay) 3% 	Other 2%
7			Other 3% 		

Session 2 Question 4 - Group Results

Who is primarily responsible for ensuring parties understand their process options, and the possible consequences of each process before deciding which one to use?

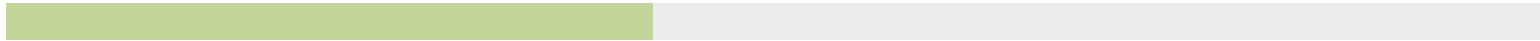
(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(2964 points: maximum no. of possible points per answer = 1482 points)

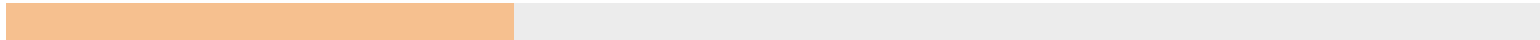
2.External lawyers (781) 51.00%



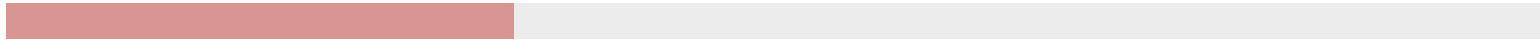
4.In-house lawyers (647) 42.00%



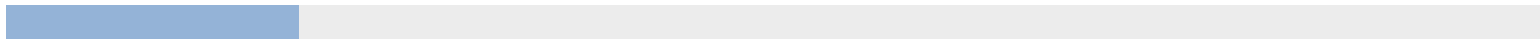
1.Adjudicative Providers: judges and arbitrators or their organisations (505) 33.00%



5.Non-Adjudicative Providers: mediators and conciliators or their organisations (505) 33.00%



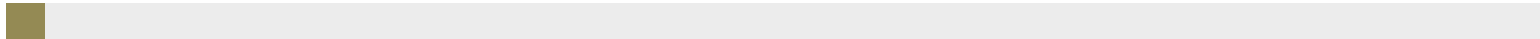
6.Parties (non-legal personnel) (291) 19.00%



3.Governments/ministries of justice (218) 14.00%



Other (17) 1.00%



Session 2 Question 4 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider:	Influencer: A researcher,
1	<p>4.In-house lawyers 51%</p> <p>2.External lawyers 51%</p>	<p>2.External lawyers 60%</p>	<p>2.External lawyers 63%</p>	<p>5.Non-Adjudicative Providers: mediators 54%</p>	<p>2.External lawyers 50%</p>
2	<p>1.Adjudicative Providers: judges and... 36%</p>	<p>4.In-house lawyers 51%</p>	<p>1.Adjudicative Providers: judges and... 46%</p>	<p>2.External lawyers 45%</p>	<p>4.In-house lawyers 44%</p>
3	<p>5.Non-Adjudicative Providers: mediators 27%</p>	<p>1.Adjudicative Providers: judges and... 36%</p>	<p>4.In-house lawyers 45%</p>	<p>4.In-house lawyers 33%</p>	<p>1.Adjudicative Providers: judges and... 34%</p>
4	<p>6.Parties (non-legal personnel) 21%</p>	<p>5.Non-Adjudicative Providers: mediators 26%</p>	<p>5.Non-Adjudicative Providers: mediators 19%</p>	<p>1.Adjudicative Providers: judges and...27%</p>	<p>5.Non-Adjudicative Providers: mediators 27%</p>
5	<p>3.Governments/ministries of justice 14%</p>	<p>6.Parties (non-legal personnel) 14%</p>	<p>6.Parties (non-legal personnel) 15%</p>	<p>6.Parties (non-legal personnel) 24%</p>	<p>3.Governments/ministries of justice 24%</p>
6		<p>3.Governments/ministries of justice 13%</p>	<p>3.Governments/ministries of justice 13%</p>	<p>3.Governments/ministries of justice 13%</p>	<p>6.Parties (non-legal personnel) 21%</p>
7		<p>Other 1%</p>	<p>Other 1%</p>	<p>Other 3%</p>	

Session 2 Question 5 - Group Results

Currently, the most effective dispute resolution processes usually involve which of the following?

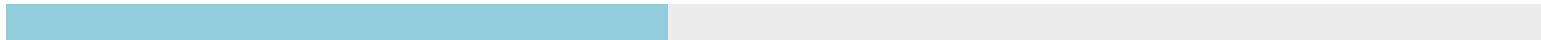
(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(2898 points: maximum no. of possible points per answer = 1449 points)

4. Non-adjudicative dispute resolution methods (mediation or conciliation) (646) 43.00%



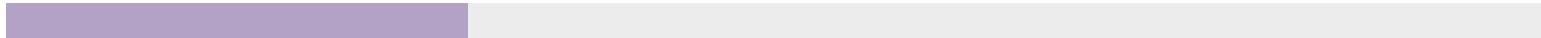
2. Combining adjudicative and non-adjudicative processes (e.g. arbitration/litigation with mediation/conciliation) (637) 43.00%



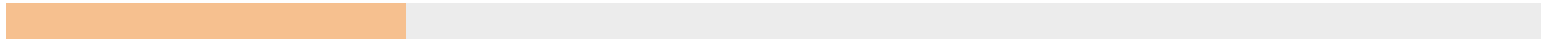
5. Pre-dispute or pre-escalation processes to prevent disputes (575) 39.00%



3. Encouragement by courts, tribunals or other providers to reduce time and/or costs (450) 30.00%



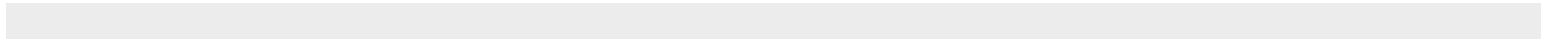
1. Adjudicative dispute resolution methods (litigation or arbitration) (384) 26.00%



6. Technology to enable faster, cheaper procedures, (e.g. Online Dispute Resolution, electronic administration, remote hearings) (200) 13.00%



Other (6) 0.00%



Session 2 Question 5 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider:	Influencer:
1	<p>2. Combining adjudicative and non-adjudicative... 51%</p>	<p>2. Combining adjudicative and non-adjudicative... 45%</p>	<p>2. Combining adjudicative and non-adjudicative... 48%</p>	<p>4. Non-adjudicative dispute resolution methods... 66%</p>	<p>2. Combining adjudicative and non-adjudicative... 46%</p>
2	<p>5. Pre-dispute or pre-escalation processes... 43%</p>	<p>1. Adjudicative dispute resolution methods... 40%</p>	<p>5. Pre-dispute or pre-escalation processes... 42%</p>	<p>5. Pre-dispute or pre-escalation processes... 44%</p>	<p>1. Adjudicative dispute resolution methods... 35%</p>
3	<p>4. Non-adjudicative dispute resolution 40%</p>	<p>3. Encouragement by courts, tribunals... 36%</p>	<p>4. Non-adjudicative dispute resolution 38%</p>	<p>2. Combining adjudicative and non-adjudicative... 37%</p>	<p>4. Non-adjudicative dispute resolution 34%</p> <p>5. Pre-dispute or pre-escalation processes... 34%</p>
4	<p>3. Encouragement by courts, tribunals... 29%</p>	<p>5. Pre-dispute or pre-escalation processes... 34%</p>	<p>3. Encouragement by courts, tribunals... 30%</p>	<p>3. Encouragement by courts, tribunals... 29%</p>	<p>3. Encouragement by courts, tribunals... 30%</p>
5	<p>1. Adjudicative dispute resolution methods... 25%</p>	<p>4. Non-adjudicative dispute resolution 30%</p>	<p>1. Adjudicative dispute resolution methods... 29%</p>	<p>6. Technology to enable faster, ... 12%</p>	<p>6. Technology to enable faster, ... 20%</p>
6	<p>6. Technology to enable faster, ... 13%</p>	<p>6. Technology to enable faster, ... 14%</p>	<p>6. Technology to enable faster, ... 13%</p>	<p>1. Adjudicative dispute resolution methods... 11%</p>	<p>Other 1%</p>
7			<p>Other 1%</p>		

Session 3 Question 1- Group Results

What are the main obstacles or challenges parties face when seeking to resolve commercial and/or civil disputes?

(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(2874 points: maximum no. of possible points per answer = 1437 points)

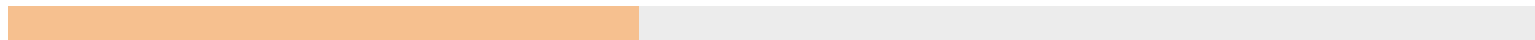
4. Insufficient knowledge of options available to resolve disputes (750) 51.00%



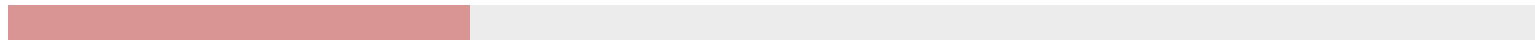
2. Financial or time constraints (714) 48.00%



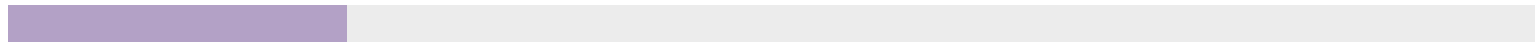
1. Emotional, social, or cultural constraints (602) 41.00%



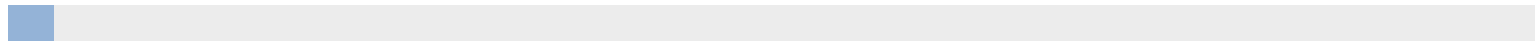
5. Uncertainty (e.g. unpredictable behaviour or lack of confidence in providers) (443) 30.00%



3. Inadequate range of options available to resolve disputes (328) 22.00%



Other (37) 3.00%



Session 3 Question 1 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider:	Influencer:
1	<p>2. Financial or time constraints 55%</p>	<p>2. Financial or time constraints 55%</p>	<p>2. Financial or time constraints 58%</p>	<p>4. Insufficient knowledge of options... 64%</p>	<p>4. Insufficient knowledge of options... 55%</p>
2	<p>1. Emotional, social, or cultural... 40%</p> <p>4. Insufficient knowledge of options... 40%</p>	<p>1. Emotional, social, or cultural... 46%</p>	<p>4. Insufficient knowledge of options... 51%</p>	<p>1. Emotional, social, or cultural... 45%</p>	<p>2. Financial or time constraints 50%</p>
3	<p>5. Uncertainty (e.g. unpredictable behaviour... 33%</p>	<p>4. Insufficient knowledge of options... 45%</p>	<p>5. Uncertainty (e.g. unpredictable behaviour... 42%</p>	<p>2. Financial or time constraints 40%</p>	<p>1. Emotional, social, or cultural... 39%</p>
4	<p>3. Inadequate range of options... 28%</p>	<p>3. Inadequate range of options... 28%</p>	<p>1. Emotional, social, or cultural... 30%</p>	<p>5. Uncertainty (e.g. unpredictable behaviour... 30%</p>	<p>5. Uncertainty (e.g. unpredictable behaviour... 31%</p>
5	<p>Other 4%</p>	<p>5. Uncertainty (e.g. unpredictable behaviour... 24%</p>	<p>3. Inadequate range of options... 16%</p>	<p>3. Inadequate range of options... 17%</p>	<p>3. Inadequate range of options... 25%</p>
6		<p>Other 1%</p>	<p>Other 4%</p>	<p>Other 4%</p>	

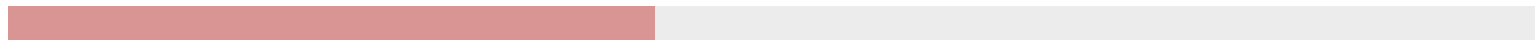
Session 3 Question 2 - Group Results

To improve the future of dispute resolution and access to justice, which of the following processes and tools should be prioritised?

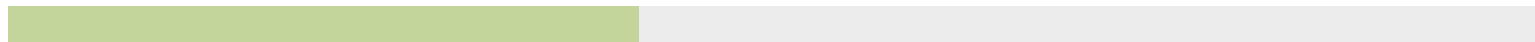
(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(2868 points: maximum no. of possible points per answer = 1434 points)

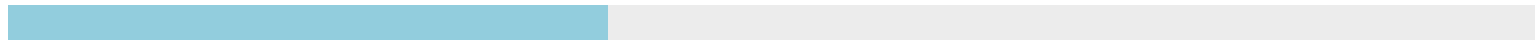
5.Pre-dispute or pre-escalation processes to prevent disputes (623) 42.00%



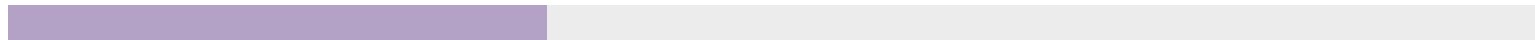
4.Non-adjudicative dispute resolution methods (mediation or conciliation) (604) 41.00%



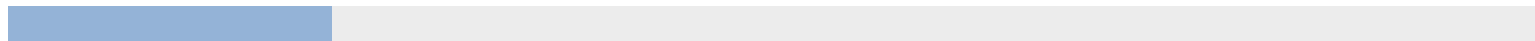
2.Combining adjudicative and non-adjudicative processes (e.g. arbitration/litigation with mediation/conciliation) (577) 39.00%



3.Encouragement by courts, tribunals or other providers to reduce time and/or costs (516) 35.00%



6.Technology to enable faster, cheaper procedures, (e.g. Online Dispute Resolution, electronic administration, remote hearings) (308) 21.00%



1.Adjudicative dispute resolution methods (litigation or arbitration) (225) 15.00%



Other (15) 1.00%



Session 3 Question 2 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider:	Influencer:
1	<p>2.Combining adjudicative and non-adjudicative... 46%</p>	<p>2.Combining adjudicative and non-adjudicative... 42%</p>	<p>2.Combining adjudicative and non-adjudicative... 45%</p> <p>5.Pre-dispute or pre-escalation processes... 45%</p>	<p>4.Non-adjudicative dispute resolution 58%</p>	<p>2.Combining adjudicative and non-adjudicative... 44%</p>
2	<p>5.Pre-dispute or pre-escalation processes... 43%</p>	<p>3.Encouragement by courts, tribunals... 40%</p>	<p>4.Non-adjudicative dispute resolution 38%</p>	<p>5.Pre-dispute or pre-escalation processes... 51%</p>	<p>5.Pre-dispute or pre-escalation processes... 43%</p>
3	<p>4.Non-adjudicative dispute resolution 36%</p>	<p>4.Non-adjudicative dispute resolution 36%</p>	<p>3.Encouragement by courts, tribunals... 33%</p>	<p>3.Encouragement by courts, tribunals... 35%</p>	<p>3.Encouragement by courts, tribunals... 35%</p>
4	<p>3.Encouragement by courts, tribunals... 35%</p>	<p>5.Pre-dispute or pre-escalation processes... 34%</p>	<p>1.Adjudicative dispute resolution methods... 20%</p>	<p>2.Combining adjudicative and non-adjudicative... 32%</p>	<p>4.Non-adjudicative dispute resolution 30%</p>
5	<p>6.Technology to enable faster,... 22%</p>	<p>6.Technology to enable faster,... 25%</p>	<p>6.Technology to enable faster,... 16%</p>	<p>6.Technology to enable faster,... 18%</p>	<p>6.Technology to enable faster,... 25%</p>
6	<p>1.Adjudicative dispute resolution methods... 18%</p>	<p>1.Adjudicative dispute resolution methods... 23%</p>	<p>Other 2%</p>	<p>1.Adjudicative dispute resolution methods... 4%</p>	<p>1.Adjudicative dispute resolution methods... 22%</p>
7				<p>Other 2%</p>	

Session 3 Question 3 - Group Results

Which of the following areas would most improve dispute resolution and access to justice?

(Please rank your 3 preferred answers in order of priority: ‘1st choice’= 3 points, ‘2nd choice’= 2 points, ‘3rd choice’ = 1 point).

(2838 points: maximum no. of possible points per answer = 1419 points)

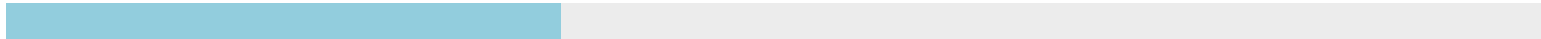
3.Legislation or conventions that promote recognition and enforcement of settlements, including those reached in mediation (726) 50.00%



5.Use of protocols promoting non-adjudicative processes before adjudicative processes (e.g. opt-out) (604) 42.00%



2.Cost sanctions against parties for failing to try non-adjudicative processes (e.g. mediation or conciliation) before litigation/arbitration. (526) 36.00%



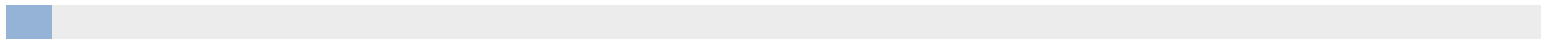
1.Accreditation or certification systems for dispute resolution providers (484) 33.00%



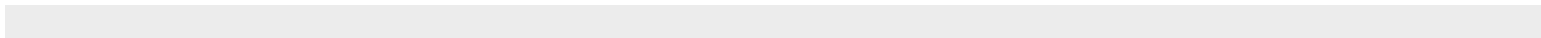
4.Quality control and complaint mechanisms applicable to dispute resolution providers (448) 31.00%



Other (50) 3.00%



6.Rules governing third party fundig (0) 0.00%



Session 3 Question 3 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider:	Influencer:
1	3.Legislation or conventions that... 54% 	3.Legislation or conventions that... 49% 	3.Legislation or conventions that... 57% 	5.Use of protocols promoting... 52% 	3.Legislation or conventions that... 59%
2	5.Use of protocols promoting... 40% 	2.Cost sanctions against parties... 42% 	5.Use of protocols promoting... 42% 	3.Legislation or conventions that... 45% 	5.Use of protocols promoting... 38%
3	4.Quality control and complaint... 37% 	5.Use of protocols promoting... 37% 	2.Cost sanctions against parties... 35% 	2.Cost sanctions against parties... 39% 	4.Quality control and complaint... 35%
4	1.Accreditation or certification systems... 36% 	4.Quality control and complaint... 35% 	1.Accreditation or certification systems... 30% 4.Quality control and complaint... 30% 	1.Accreditation or certification systems... 35% 	1.Accreditation or certification systems... 33%
5	2.Cost sanctions against parties... 33% 	1.Accreditation or certification systems... 34% 	Other 5% 	4.Quality control and complaint... 25% 	2.Cost sanctions against parties... 31%
6	Other 1% 	Other 3% 		Other 5% 	Other 3%

Session 3 Question 4 - Group Question

Which stakeholders are likely to be most resistant to change in dispute resolution practice?

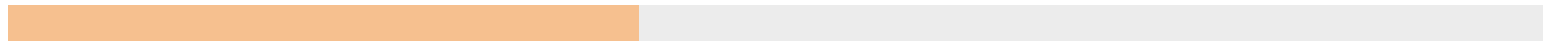
(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(2838 points: maximum no. of possible points per answer = 1419 points)

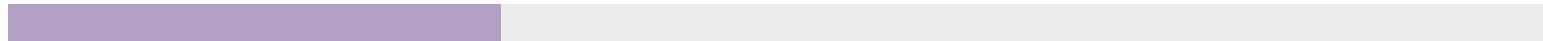
2.External lawyers (921) 63.00%



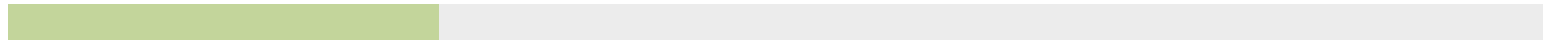
1.Adjudicative Providers: judges and arbitrators or their organisations (598) 41.00%



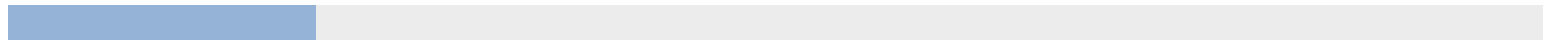
3.Governments/ministries of justice (465) 32.00%



4.In-house lawyers (402) 28.00%



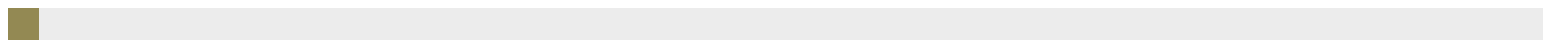
6.Parties (non-legal personnel) (284) 20.00%



5.Non-Adjudicative Providers: mediators and conciliators or their organisations (145) 10.00%



Other (23) 2.00%



Session 3 Question 4 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider:	Influencer:
1	2.External lawyers 50%	2.External lawyers 61%	2.External lawyers 75%	2.External lawyers 74%	2.External lawyers 63%
2	1.Adjudicative Providers: judges and... 48%	1.Adjudicative Providers: judges and... 34%	3.Governments/ministries of justice 41%	1.Adjudicative Providers: judges and... 48%	1.Adjudicative Providers: judges and... 46%
	3.Governments/ministries of justice 48%	3.Governments/ministries of justice 34%			
		4.In-house lawyers 34%			
3	4.In-house lawyers 19%	6.Parties (non-legal personnel) 26%	1.Adjudicative Providers: judges and... 30%	4.In-house lawyers 31%	4.In-house lawyers 26%
4	5.Non-Adjudicative Providers: mediators 18%	5.Non-Adjudicative Providers: mediators 9%	4.In-house lawyers 25%	3.Governments/ministries of justice 24%	3.Governments/ministries of justice 25%
5	6.Parties (non-legal personnel) 16%	Other 1%	6.Parties (non-legal personnel) 18%	6.Parties (non-legal personnel) 16%	6.Parties (non-legal personnel) 24%
6	Other 1%		5.Non-Adjudicative Providers: mediators 10%	5.Non-Adjudicative Providers: mediators 6%	5.Non-Adjudicative Providers: mediators 12%
7			Other 1%	Other 1%	Other 4%

Session 3 Question 5 - Group Results

Which stakeholders have the potential to be most influential in bringing about change in dispute resolution practice?

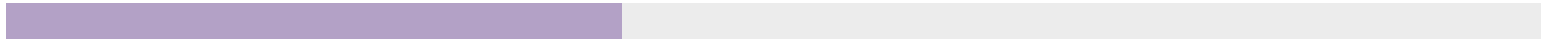
(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(2790 points: maximum no. of possible points per answer = 1395 points)

1. Adjudicative Providers: judges and arbitrators or their organisations (605) 42.00%



3. Governments/ministries of justice (577) 40.00%



2. External lawyers (458) 32.00%



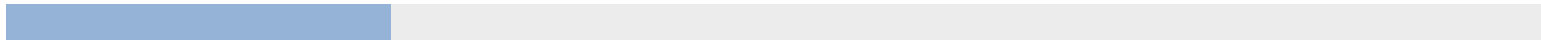
4. In-house lawyers (422) 30.00%



5. Non-Adjudicative Providers: mediators and conciliators or their organisations (356) 25.00%





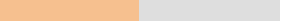
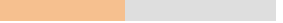
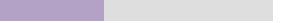






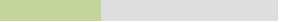
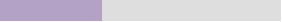
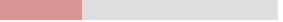
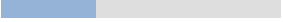
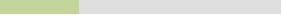
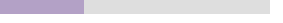
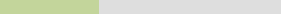
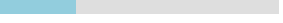
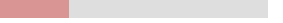

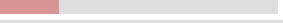

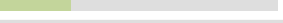
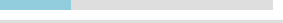





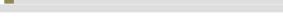
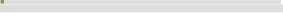
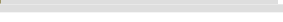
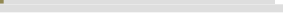
6. Parties (non-legal personnel) (351) 25.00%



Other (21) 1.00%



Session 3 Question 5 - Cross sorted Results

AVG Rank	Party (user of dispute...	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider:	Influencer:
1	3. Governments/ministries of justice 49% 	2. External lawyers 45% 	1. Adjudicative Providers: judges and... 50% 	1. Adjudicative Providers: judges and... 46% 	3. Governments/ministries of justice 40% 
2	1. Adjudicative Providers: judges and... 45% 	1. Adjudicative Providers: judges and... 39% 	2. External lawyers 40% 	3. Governments/ministries of justice 45% 	1. Adjudicative Providers: judges and... 38% 
3	6. Parties (non-legal personnel) 30% 	4. In-house lawyers 37% 	3. Governments/ministries of justice 36% 	5. Non-Adjudicative Providers: mediators 30% 	6. Parties (non-legal personnel) 34% 
4	4. In-house lawyers 28% 	3. Governments/ministries of justice 24% 	4. In-house lawyers 35% 	2. External lawyers 28% 	5. Non-Adjudicative Providers: mediators 29% 
5	5. Non-Adjudicative Providers: mediators 25% 	5. Non-Adjudicative Providers: mediators 22% 	6. Parties (non-legal personnel) 19% 	4. In-house lawyers 26% 	2. External lawyers 28% 
6	2. External lawyers 23% 	6. Parties (non-legal personnel) 21% 	5. Non-Adjudicative Providers: mediators 17% 	6. Parties (non-legal personnel) 24% 	4. In-house lawyers 27% 
7		Other 3% 	Other 1% 	Other 1% 	Other 3% 

Session 4 Question 1- Group Results

Who has the greatest responsibility for taking action to promote better access to justice?

(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(2790 points: maximum no. of possible points per answer = 1395 points)

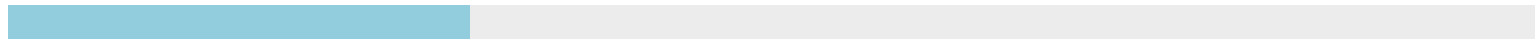
3.Governments/ministries of justice (912) 64.00%



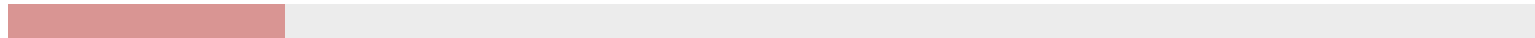
1.Adjudicative Providers: judges and arbitrators or their organisations (736) 51.00%



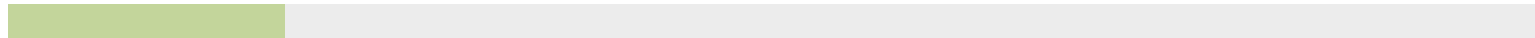
2.External lawyers (425) 30.00%



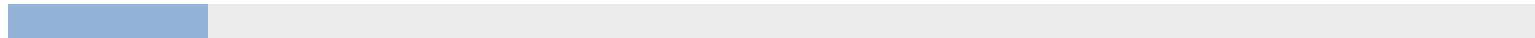
5.Non-Adjudicative Providers: mediators and conciliators or their organisations (263) 18.00%



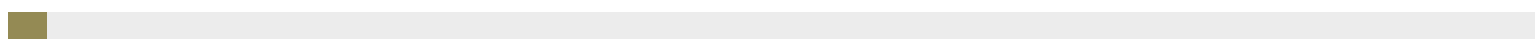
4.In-house lawyers (253) 18.00%













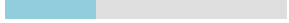
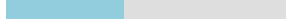
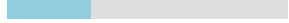
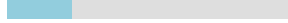
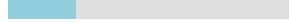
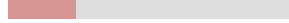




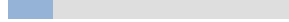
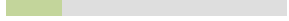
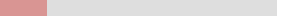
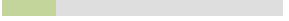
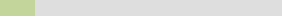

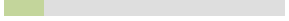

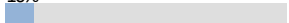

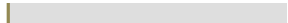
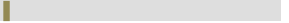

6.Parties (non-legal personnel) (190) 13.00%



Other (11) 1.00%



Session 4 Question 1 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider:	Influencer:
1	3.Governments/ministries of justice 57% 	3.Governments/ministries of justice 57% 	3.Governments/ministries of justice 68% 	3.Governments/ministries of justice 77% 	3.Governments/ministries of justice 65% 
2	J.Adjudicative Providers: judges and... 51% 	J.Adjudicative Providers: judges and... 49% 	J.Adjudicative Providers: judges and... 52% 	J.Adjudicative Providers: judges and... 57% 	J.Adjudicative Providers: judges and... 54% 
3	2.External lawyers 32% 	2.External lawyers 42% 	2.External lawyers 30% 	2.External lawyers 23% 	2.External lawyers 24%  5.Non-Adjudicative Providers: mediators 24% 
4	6.Parties (non-legal personnel) 24% 	4.In-house lawyers 25% 	5.Non-Adjudicative Providers: mediators 20% 	5.Non-Adjudicative Providers: mediators 19% 	6.Parties (non-legal personnel) 16% 
5	4.In-house lawyers 20% 	5.Non-Adjudicative Providers: mediators 18% 	4.In-house lawyers 19% 	4.In-house lawyers 12%  6.Parties (non-legal personnel) 12% 	4.In-house lawyers 14% 
6	5.Non-Adjudicative Providers: mediators 15% 	6.Parties (non-legal personnel) 10% 	6.Parties (non-legal personnel) 9% 	Other 1% 	Other 2% 
7			Other 2% 		

Session 4 Question 2

What is the most effective way to improve parties' understanding of their options for dispute resolution?

(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(2802 points: maximum no. of possible points per answer = 1401 points)

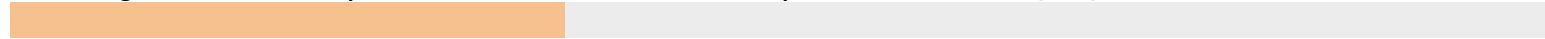
2. Education in business and/or law schools and the broader business community about adjudicative and non-adjudicative dispute resolution options (821) 57.00%



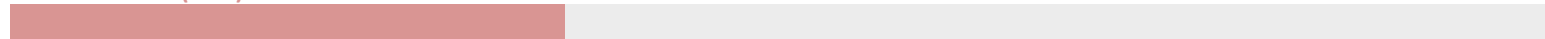
3. Procedural requirements for all legal personnel and parties to declare they have considered non-adjudicative dispute resolution options before initiating arbitration or litigation (531) 37.00%



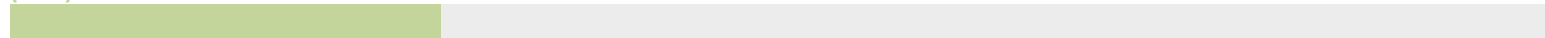
1. Creating collaborative dispute resolution centres or hubs to promote awareness (521) 36.00%



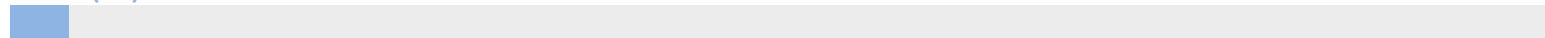
5. Requiring parties to attempt non-adjudicative options (i.e., mediation or conciliation) before initiating litigation or arbitration (511) 36.00%



4. Providing access to experts to guide parties in selecting the most appropriate dispute resolution process(es) (401) 28.00%



Other (17) 1.00%



Session 4 Question 2 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider:	Influencer:
1	2.Education in business and/or... 56% 	2.Education in business and/or... 62% 	2.Education in business and/or... 65% 	2.Education in business and/or... 55% 	2.Education in business and/or... 58%
2	1.Creating collaborative dispute resolution... 44% 	3.Procedural requirements for all... 42% 	3.Procedural requirements for all... 41% 	5.Requiring parties to attempt... 46% 	1.Creating collaborative dispute resolution... 39%
3	5.Requiring parties to attempt... 38% 	1.Creating collaborative dispute resolution... 37% 	1.Creating collaborative dispute resolution... 33% 5.Requiring parties to attempt... 33% 	3.Procedural requirements for all... 36% 	4.Providing access to experts... 38%
4	3.Procedural requirements for all... 34% 	5.Requiring parties to attempt... 30% 	4.Providing access to experts... 27% 	1.Creating collaborative dispute resolution... 34% 	3.Procedural requirements for all... 36%
5	4.Providing access to experts... 27% 	4.Providing access to experts... 28% 	Other 1% 	4.Providing access to experts... 26% 	5.Requiring parties to attempt... 29%
6		Other 1% 		Other 3% 	

Session 4 Question 3 - Group Results

To promote better access to justice, where should policy makers, governments and administrators focus their attention?

(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(2790 points: maximum no. of possible points per answer = 1395 points)

3.Pre-dispute or early stage case evaluation or assessment systems using third party advisors who will not be involved in subsequent proceedings (712) 50.00%



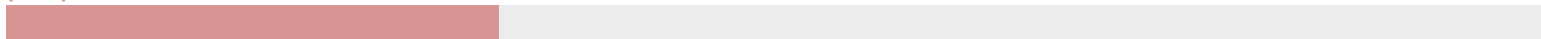
2.Making non-adjudicative processes (mediation or conciliation) compulsory and/or a process parties can “opt-out” of before adjudicative processes can be initiated (673) 47.00%



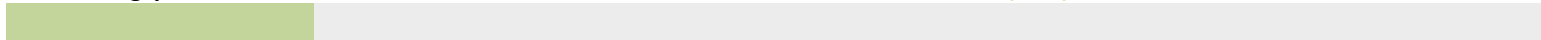
1.Legislation or conventions promoting recognition and enforcement of settlements including those reached in mediation (640) 45.00%



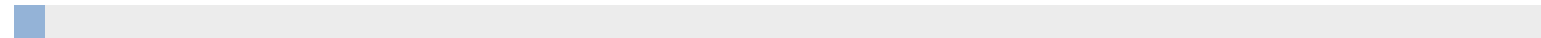
5.Use of protocols promoting non-adjudicative processes (mediation or conciliation) before adjudicative processes (458) 32.00%



4.Reducing pressures on the courts to make them more efficient and accessible (284) 20.00%



Other (23) 2.00%



Session 4 Question 3 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider:	Influencer:
1	<p>3.Pre-dispute or early stage... 62%</p>	<p>1.Legislation or conventions promoting... 53%</p>	<p>3.Pre-dispute or early stage... 55%</p>	<p>2.Making non-adjudicative processes (mediation... 53%</p>	<p>2. Making non-adjudicative processes (mediation... 50%</p> <p>2. Pre-dispute or early stage... 50%</p>
2	<p>2.Making non-adjudicative processes (mediation... 43%</p> <p>1.Legislation or conventions promoting... 43%</p>	<p>3.Pre-dispute or early stage... 49%</p>	<p>2.Making non-adjudicative processes (mediation... 52%</p>	<p>5.Use of protocols promoting... 47%</p>	<p>1.Legislation or conventions promoting... 46%</p>
3	<p>5.Use of protocols promoting... 28%</p>	<p>2.Making non-adjudicative processes (mediation... 43%</p>	<p>1.Legislation or conventions promoting... 45%</p>	<p>3.Pre-dispute or early stage... 46%</p>	<p>5.Use of protocols promoting... 29%</p>
4	<p>4.Reducing pressures on the... 23%</p>	<p>4.Reducing pressures on the... 28%</p>	<p>5.Use of protocols promoting... 26%</p>	<p>1.Legislation or conventions promoting... 42%</p>	<p>4.Reducing pressures on the... 24%</p>
5		<p>5.Use of protocols promoting... 25%</p>	<p>4.Reducing pressures on the... 19%</p>	<p>4.Reducing pressures on the... 11%</p>	<p>Other 1%</p>
6		<p>Other 2%</p>	<p>Other 2%</p>	<p>Other 2%</p>	

Session 4 Question 4 - Group Results

Which of the following will have the most significant impact on future policy-making in dispute resolution?

(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(2772 points: maximum no. of possible points per answer = 1386 points)

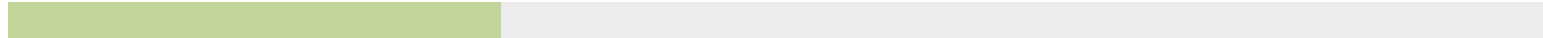
2.Demand for increased efficiency of dispute resolution processes, including through technology. (806) 57.00%



1.Demand for certainty and enforceability of outcomes (664) 47.00%



4.Demand for increased transparency (456) 32.00%



6.Demand for processes that allow parties to represent themselves, without lawyers (295) 21.00%



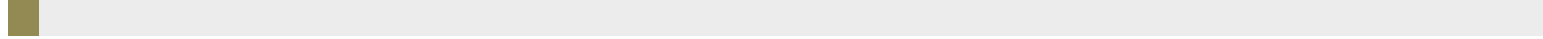
5.Demand for increased uniformity and standardisation (284) 20.00%



































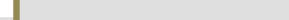
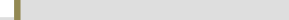
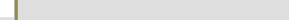
3.Demand for increased rights of appeal/oversight of adjudicative providers (243) 17.00%



Other (24) 2.00%



Session 4 Question 4 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider:	Influencer:
1	2.Demand for increased efficiency... 57% 	2.Demand for increased efficiency... 60% 	2.Demand for increased efficiency... 58% 	2.Demand for increased efficiency... 61% 	2.Demand for increased efficiency... 51% 
2	1.Demand for certainty and... 44% 	1.Demand for certainty and... 48% 	1.Demand for certainty and... 55% 	1.Demand for certainty and... 50% 	4.Demand for increased transparency 43% 
3	4.Demand for increased transparency 33% 	4.Demand for increased transparency 38% 	4.Demand for increased transparency 32% 	6.Demand for processes that... 30% 	1.Demand for certainty and... 41% 
4	3.Demand for increased rights... 24% 	3.Demand for increased rights... 21% 	3.Demand for increased rights... 19%  5.Demand for increased uniformity... 19% 	4.Demand for increased transparency 24% 	5.Demand for increased uniformity... 27% 
5	5. Demand for increased uniformity... 20%  5. Demand for processes that... 20% 	5.Demand for increased uniformity... 17% 	6.Demand for processes that... 16% 	5.Demand for increased uniformity... 21% 	6.Demand for processes that... 22% 
6	Other 2% 	6. Demand for processes that... 14% 	Other 1% 	3.Demand for increased rights... 13% 	3.Demand for increased rights... 13% 
7		Other 2% 		Other 2% 	Other 1% 

Session 4 Question 5 - Group Results

What innovations/trends are going to have the most significant influence on the future of dispute resolution?

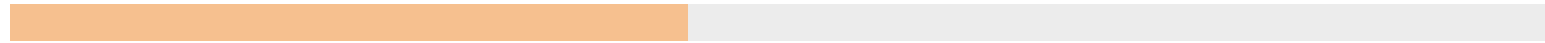
(Please rank your 3 preferred answers in order of priority: '1st choice'= 3 points, '2nd choice'= 2 points, '3rd choice' = 1 point).

(2772 points: maximum no. of possible points per answer = 1386 points)

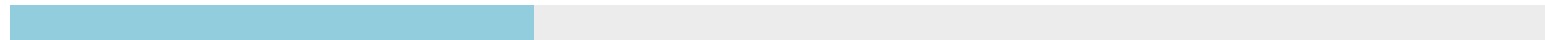
3.Greater emphasis on collaborative instead of adversarial processes for resolving disputes (745) 53.00%



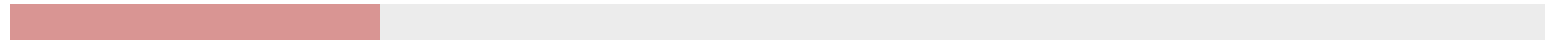
1.Changes in corporate attitudes to conflict prevention (626) 44.00%



2.Enhanced understanding regarding how people behave and resolve conflict (e.g. from brain and socialsciences) (487) 34.00%



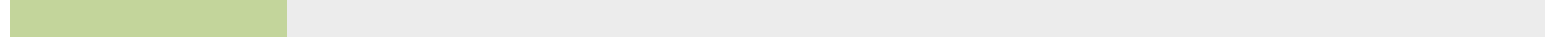
5.Harmonisation of international laws and standards for dispute resolution systems (335) 24.00%



6.Technological innovation (e.g. on-line dispute resolution) (311) 22.00%









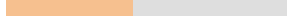
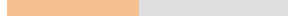

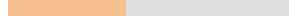
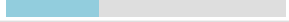
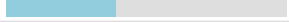
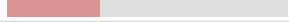
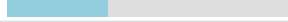
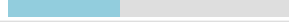



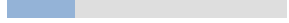

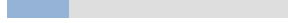
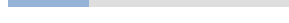







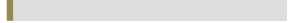
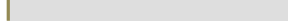

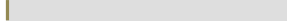
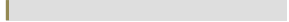
4.Greater emphasis on personal wellbeing and stress reduction of parties (251) 18.00%



Other (17) 1.00%



Session 4 Question 5 - Cross sorted Results

AVG Rank	Party (user of dispute...)	Advisor: An external lawyer...	Adjudicative Provider: A judge,...	Non-Adjudicative Provider:	Influencer:
1	3.Greater emphasis on collaborative... 59% 	3.Greater emphasis on collaborative... 48% 	3.Greater emphasis on collaborative... 56% 	3.Greater emphasis on collaborative... 60% 	3.Greater emphasis on collaborative... 43% 
2	1.Changes in corporate attitudes... 46% 	1.Changes in corporate attitudes... 45% 	1.Changes in corporate attitudes... 47% 	1.Changes in corporate attitudes... 46% 	1.Changes in corporate attitudes... 42% 
3	2.Enhanced understanding regarding how... 33% 	2.Enhanced understanding regarding how... 39% 	5.Harmonisation of international laws... 33% 	2.Enhanced understanding regarding how... 36% 	2.Enhanced understanding regarding how... 40% 
4	4.Greater emphasis on personal... 22% 	5.Harmonisation of international laws... 24% 	2.Enhanced understanding regarding how... 24%  6.Technological innovation (e.g. on-line... 24% 	5. Harmonisation of international laws... 22%  5. Technological innovation (e.g. on-line... 22% 	6.Technological innovation (e.g. on-line... 29% 
5	5.Harmonisation of international laws... 21% 	6.Technological innovation (e.g. on-line... 22% 	4.Greater emphasis on personal... 15% 	4.Greater emphasis on personal... 14% 	5.Harmonisation of international laws... 27% 
6	6.Technological innovation (e.g. on-line... 18% 	4.Greater emphasis on personal... 21% 	Other 2% 	Other 1% 	4.Greater emphasis on personal... 10% 
7	Other 1% 	Other 1% 			Other 1% 