**Jean Monnet Chair in EU Innovative Governance**

***THREE UNITS ON***

***Dispute Resolution***

**Dispute Resolution System Design and Public Interest Disputes**

Is an introduction to designing, assembling and implementing systems to prevent, manage and/or resolve a series or stream of disputes arising out of a single organization and/or relationships. Examines models of conflict intervention and the design process. Introduces the theory and practice of negotiating public-interest issues and managing stakeholder conflicts

Three units of this course will use the recent European experiences to illustrate innovative mechanisms of dispute resolutions: <http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/adr-odr/index_en.htm>

Specifically those three units of the course will focus on the European Union Directive 2088/52/EC on aspects of mediation in civil and commercial matters

To Focus on:

* Unit 1: Out of court Settlement of consumer disputes in the European Union
* Unit 2: Widening consumer access the Alternative Dispute Resolution mechanisms – review of national bodies offering ADR procedures including binding quality
* Unit 3: Resolving disputes on the European Online Dispute Resolution platform (ODR) including a review of the ODR directive and regulation on consumer

**Perspectives from the European Union**

The fourth section will use the recent European experiences to illustrate innovative mechanisms of dispute resolutions: <http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/adr-odr/index_en.htm>

The context will be European Union Directive 2088/52/EC and will focus on specific aspects of mediation in civil and commercial matters including:

* Out of court settlement of consumer disputes in the European Union;
* Widening consumer access the Alternative Dispute Resolution mechanisms – review of national bodies offering ADR procedures including binding quality; and
* Resolving disputes on the European Online Dispute Resolution platform (ODR) including a review of the ODR directives and regulations on consumer protection.

**Assignment 3 – EU Critique and Reflection**

Reflectively and critically analyze your learning and performance of analysis during this course. Discuss your before and after understandings of at least five concepts from this course. This assignment should include at least 10 references from the readings.

* **Assessment Criteria**: critical thinking, writing, coherent, clarity
* **Learning Objective**: Compare and reflect on one’s notions of dispute/complaint systems at the beginning of the course and at the end of the course.
* **Due**: June 30 2017
* **Word Limit**: 1000

