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THE FUTURE OF ADR

AI, Emerging Technologies & the Next Generation of Dispute Resolution

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PRESENTERS



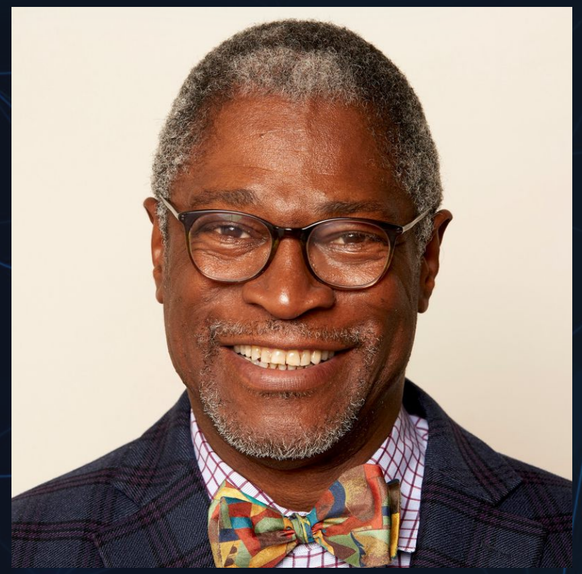
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ADR IS ENTERING A NEW TECHNOLOGICAL ERA

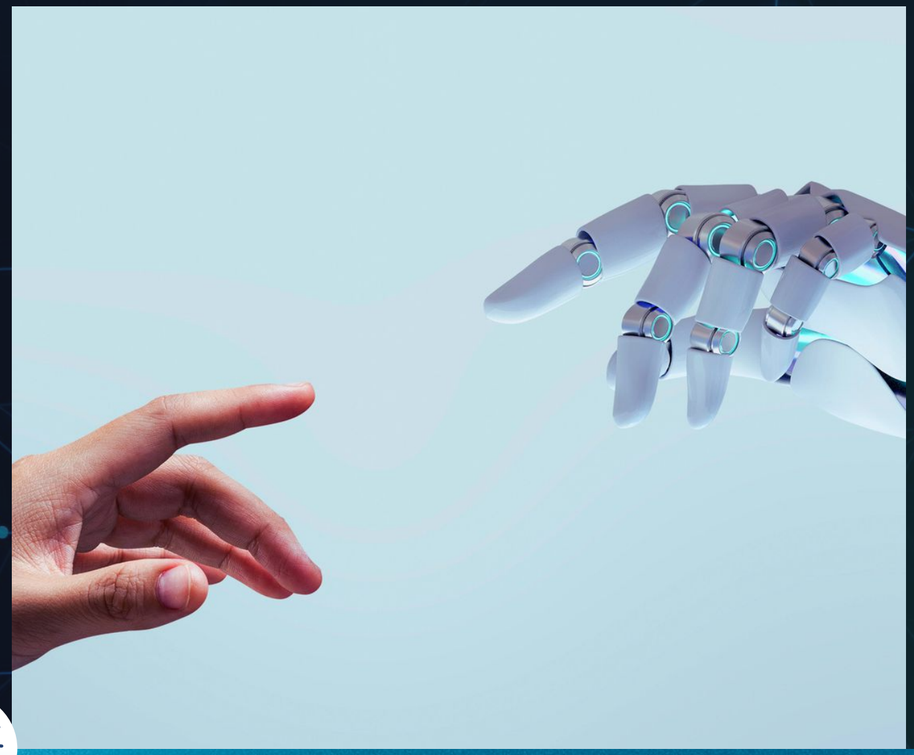
- **AI is moving from the periphery to the center of legal and dispute-resolution workflows**
- **Technology is affecting how disputes are prepared, evaluated, administered, and negotiated**
- **ADR-specific AI tools and applications are already emerging**
- **The question is shifting from whether AI will affect ADR to how it should be used responsibly**



Key Takeaway: Technology is beginning to change the infrastructure of ADR—not merely the administrative tools surrounding it.

FROM CASE PREPARATION TO STRATEGIC DECISION SUPPORT

- **Case Analysis & Preparation:** document review, summarization, chronologies, research and exposure analysis
- **Advisor, Coach & Analytical Assistant:** testing arguments, settlement scenarios, reality testing and negotiation preparation
- **Throughout the ADR Process:** information retrieval, offer analysis, resolution terms and administrative support



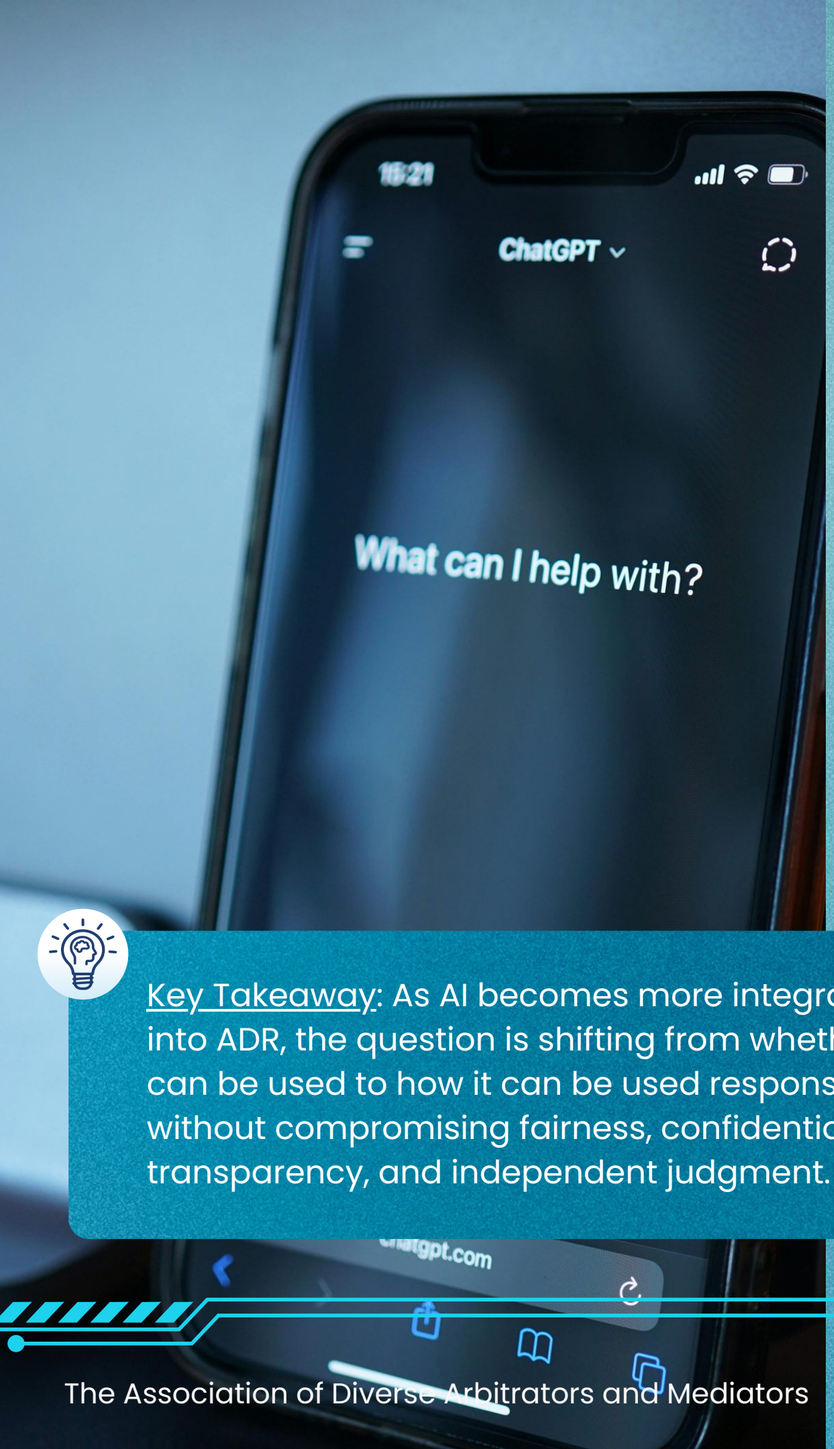
Key Takeaway: AI's strongest near-term role is as a decision-support tool that enhances—not substitutes for—human judgment.

FROM CASE PREPARATION TO STRATEGIC DECISION SUPPORT

- **Limits of AI:** empathy, credibility, interpersonal dynamics, context and professional judgment
- **Emerging Model:** AI-augmented ADR rather than replacement of the human neutral



Key Takeaway: AI's strongest near-term role is as a decision-support tool that enhances—not substitutes for—human judgment.



NAVIGATING THE RISKS OF AI

Ethics, Confidentiality & Bias

- **Accuracy & Reliability:** AI-generated information requires independent verification
- **Confidentiality & Data Security:** sensitive dispute information raises important data-handling concerns
- **Bias & Fairness:** algorithmic recommendations should not automatically be viewed as neutral or objective
- **Human Accountability:** professionals remain responsible for AI-assisted work and decisions

Key Takeaway: As AI becomes more integrated into ADR, the question is shifting from whether it can be used to how it can be used responsibly without compromising fairness, confidentiality, transparency, and independent judgment.

THE NEXT GENERATION OF ADR

Earlier & More Data-Driven Dispute Resolution

Emerging Trends

- AI may allow organizations to evaluate disputes earlier in the lifecycle
- Predictive analytics and simulation can support earlier assessment of exposure
- Earlier insight may affect decisions to mediate, arbitrate, settle, or continue litigation
- ADR could increasingly become an earlier component of dispute and risk management



THE NEXT GENERATION OF ADR

Technology-Enhanced Access to Neutrals

- Digital platforms and AI-assisted search can make larger neutral pools easier to navigate
- Technology can surface neutrals by expertise, industry, geography, language and case needs
- Greater visibility does not replace qualifications, vetting, experience, reputation or trusted networks
- Technology may expand visibility for qualified and diverse neutrals outside traditional referral networks
- Technology can expand discovery—but discovery isn't selection



Discussion: Will AI broaden the pool of neutrals parties consider—or simply become a more sophisticated way of recommending the same familiar names?

THE NEXT GENERATION OF ADR

The Client Expectation Is Changing

Speed, Efficiency & Flexibility

- Parties may increasingly expect ADR to take advantage of available technologies
- Administrative and information-processing tasks may become increasingly automated
- Expectations may grow for faster evaluation, scheduling, information exchange and resolution
- Parties may expect greater flexibility in how, when and where they participate
- Greater efficiency should enhance—not compromise—the quality and integrity of the ADR process.



Discussion: As clients become accustomed to AI and automation elsewhere, will they expect the same speed and technological efficiency from ADR? Where should ADR resist that pressure?

PREPARING FOR THE FUTURE

Preparing ADR Professionals & Organizations for the Future

- **Build AI & Technology Literacy** — understand capabilities, limitations and evolving standards
- **Establish Responsible Technology Governance** — approved tools, data handling, review and accountability



PREPARING FOR THE FUTURE

Preparing ADR Professionals & Organizations for the Future



Discussion: What should never be delegated to AI?

- **Decide What to Automate** — repetitive and administrative functions
- **Decide What to Augment** — research, preparation, analysis and information management
- **Keep Human-Led** — credibility, empathy, discretion, persuasion, fairness and independent judgment

DEFINING THE FUTURE OF ADR

Innovation Should Serve the Process — Not Drive It

- Technology should be evaluated based on whether it meaningfully improves the dispute-resolution process and experience for the parties
- Adoption should be driven by the needs of the dispute—not simply the availability or novelty of the technology
- Different disputes, parties and circumstances may require different levels of technological involvement





Key Takeaway: The future may be less about choosing between technology and people and more about knowing when each should lead.

DEFINING THE FUTURE OF ADR

Efficiency Must Be Balanced With Trust

- Technology can create opportunities for faster, more flexible and potentially lower-cost dispute resolution
- Efficiency cannot come at the expense of fairness, confidentiality, transparency or procedural integrity
- Parties must remain confident that the process is impartial, reliable and worthy of their trust
- As technology assumes a greater role, maintaining confidence in the process may become as important as achieving greater efficiency



DEFINING THE FUTURE OF ADR

Key Takeaway: The future may be less about choosing between technology and people and more about knowing when each should lead.

Human Judgment will Remain Central

- Technology can process, organize and analyze information at a speed and scale humans cannot
- Human neutrals bring context, discretion, empathy, credibility assessment, persuasion and an understanding of interpersonal dynamics
- Human judgment is particularly important when disputes involve ambiguity, competing interests or emotional dynamics
- Defining where independent human judgment must remain may become one of the industry's most important responsibilities



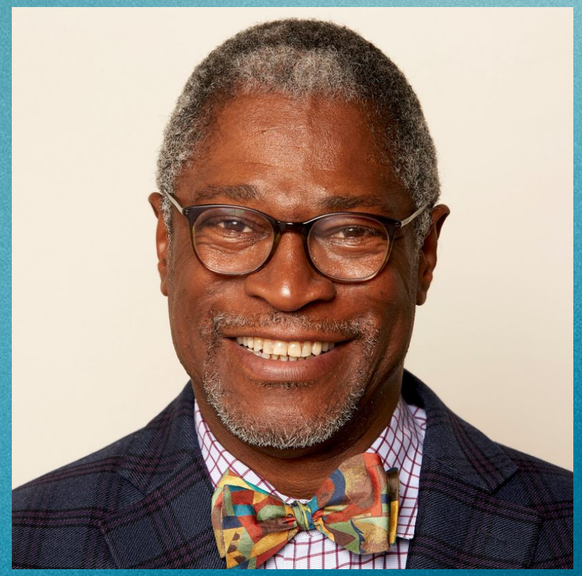
KEY TAKEAWAY

The technology is already here. The opportunity is to understand it now and prepare for how its role in ADR will continue to evolve.



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THANK YOU.
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