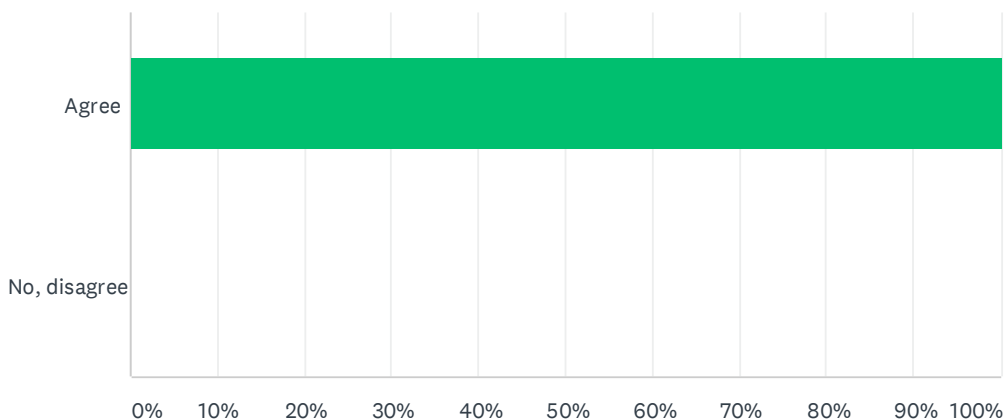


Q1 I have read and understood the foregoing descriptions of the study called “Conflict Resolution in the Virtual World: The Impact of COVID-19 on New Ways of Doing Business.” I agree to participate in this study, and I understand that I may withdraw my consent at any time.

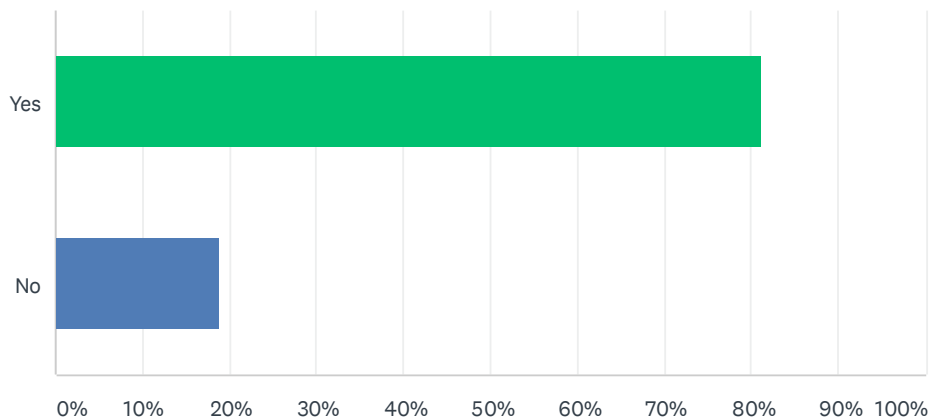
Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	100.00%	53
No, disagree	0.00%	0
Total Respondents: 53		

Q2 Are you working in the field of conflict resolution and using ODR technologies?

Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	81.13%	43
No	18.87%	10
TOTAL		53

Q3 How long have you been working in the conflict resolution field?

Answered: 53 Skipped: 0

Conflict Resolution in the Virtual World: The Impact of COVID-19 on New Ways of Doing Business

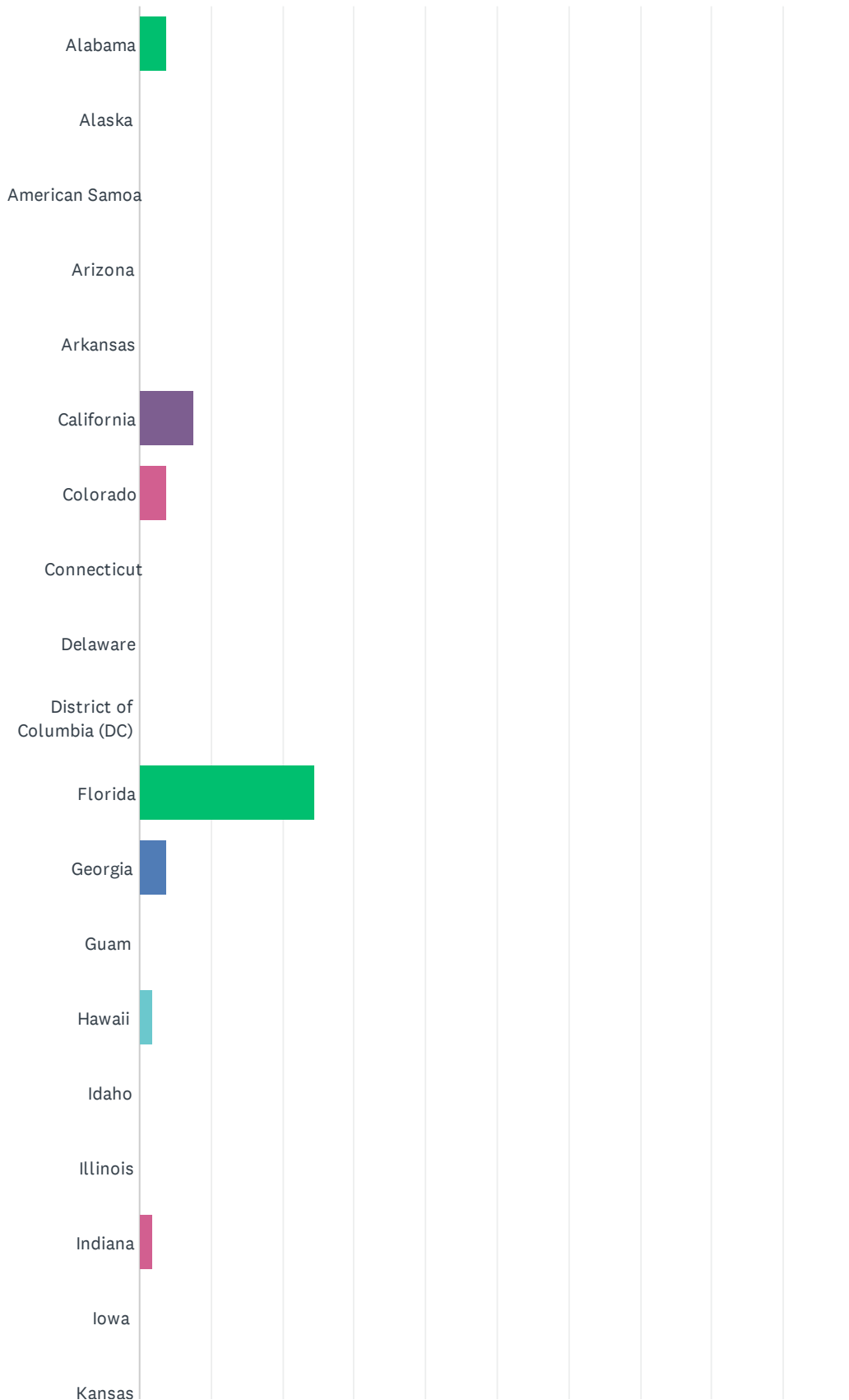
#	RESPONSES	DATE
1	2 years	11/15/2020 5:56 PM
2	7 years	11/15/2020 12:59 PM
3	9 years	11/14/2020 12:55 AM
4	20+ years	11/13/2020 9:12 PM
5	3 years	11/12/2020 12:39 AM
6	5 years	11/11/2020 5:18 PM
7	25 years	11/11/2020 4:34 PM
8	15 years	11/11/2020 2:14 PM
9	18 years	11/11/2020 1:43 PM
10	10 years	11/11/2020 7:18 AM
11	15 years	11/11/2020 6:50 AM
12	15 yrs	11/10/2020 11:56 PM
13	0	11/10/2020 11:23 PM
14	3 years	11/10/2020 11:08 PM
15	I got trained in 1989, began my professional work in 1993	11/10/2020 9:30 PM
16	5 years	11/10/2020 9:21 PM
17	25 years	11/10/2020 7:59 PM
18	0	11/10/2020 4:56 PM
19	6+ years	11/10/2020 3:26 PM
20	Over 5 years	11/10/2020 3:23 PM
21	25	11/6/2020 12:11 PM
22	15 of last 24 years	11/4/2020 2:27 PM
23	13 years	11/2/2020 6:10 PM
24	28 years	11/2/2020 4:18 PM
25	35 years	11/1/2020 5:55 PM
26	8 years	10/30/2020 6:21 PM
27	10 years	10/30/2020 3:55 PM
28	5 yrs	10/30/2020 2:13 PM
29	6	10/28/2020 9:58 PM
30	5 years	10/28/2020 8:14 PM
31	13 years	10/28/2020 3:04 AM
32	N/A	10/28/2020 3:01 AM
33	25 years	10/27/2020 10:18 PM
34	10	10/27/2020 8:01 PM
35	20 years	10/27/2020 6:09 PM
36	0	10/26/2020 5:29 PM
37	Over 30 years	10/26/2020 1:28 PM

Conflict Resolution in the Virtual World: The Impact of COVID-19 on New Ways of Doing Business

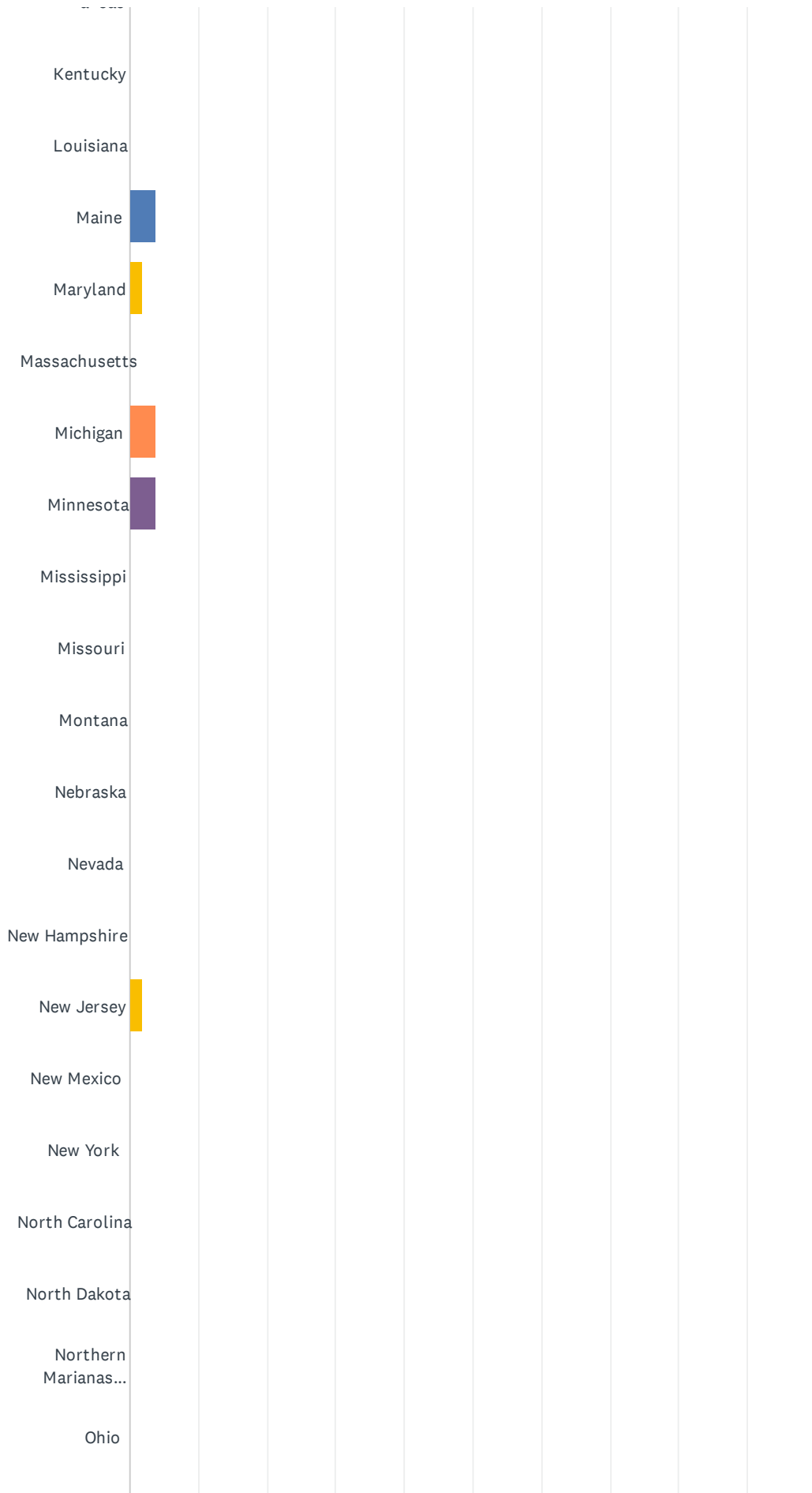
38	5 years	10/26/2020 3:10 AM
39	Three years	10/25/2020 3:29 PM
40	3 years	10/25/2020 5:49 AM
41	n/a	10/24/2020 3:30 AM
42	33 years	10/23/2020 10:10 PM
43	3 years	10/23/2020 9:32 PM
44	2 months	10/23/2020 9:08 PM
45	5 years	10/23/2020 8:25 PM
46	8 years	10/23/2020 7:27 PM
47	4 years	10/23/2020 7:18 PM
48	0	10/23/2020 6:59 PM
49	20 years	10/23/2020 6:52 PM
50	15	10/23/2020 6:29 PM
51	7 years	10/23/2020 6:13 PM
52	20 years	10/22/2020 11:06 PM
53	5 years	10/20/2020 4:27 PM

Q4 In what state or U.S. territory do you live?

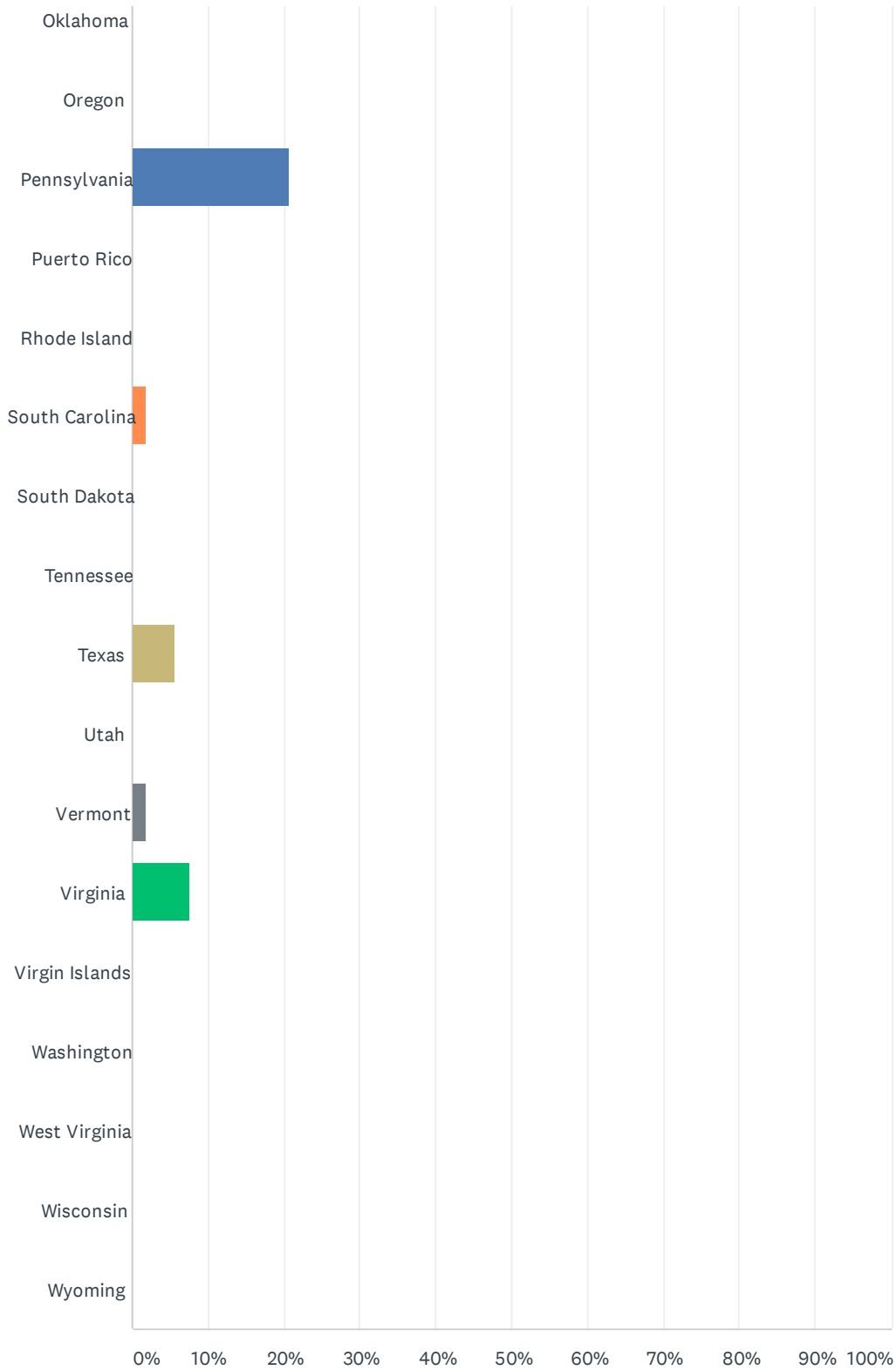
Answered: 53 Skipped: 0



Conflict Resolution in the Virtual World: The Impact of COVID-19 on New Ways of Doing Business



Conflict Resolution in the Virtual World: The Impact of COVID-19 on New Ways of Doing Business



Conflict Resolution in the Virtual World: The Impact of COVID-19 on New Ways of Doing Business

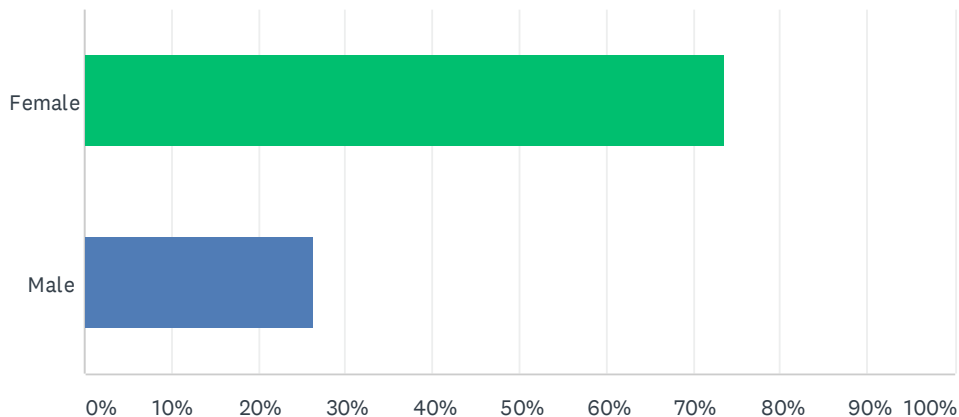
ANSWER CHOICES	RESPONSES	
Alabama	3.77%	2
Alaska	0.00%	0
American Samoa	0.00%	0
Arizona	0.00%	0
Arkansas	0.00%	0
California	7.55%	4
Colorado	3.77%	2
Connecticut	0.00%	0
Delaware	0.00%	0
District of Columbia (DC)	0.00%	0
Florida	24.53%	13
Georgia	3.77%	2
Guam	0.00%	0
Hawaii	1.89%	1
Idaho	0.00%	0
Illinois	0.00%	0
Indiana	1.89%	1
Iowa	0.00%	0
Kansas	0.00%	0
Kentucky	0.00%	0
Louisiana	0.00%	0
Maine	3.77%	2
Maryland	1.89%	1
Massachusetts	0.00%	0
Michigan	3.77%	2
Minnesota	3.77%	2
Mississippi	0.00%	0
Missouri	0.00%	0
Montana	0.00%	0
Nebraska	0.00%	0
Nevada	0.00%	0
New Hampshire	0.00%	0

Conflict Resolution in the Virtual World: The Impact of COVID-19 on New Ways of Doing Business

New Jersey	1.89%	1
New Mexico	0.00%	0
New York	0.00%	0
North Carolina	0.00%	0
North Dakota	0.00%	0
Northern Marianas Islands	0.00%	0
Ohio	0.00%	0
Oklahoma	0.00%	0
Oregon	0.00%	0
Pennsylvania	20.75%	11
Puerto Rico	0.00%	0
Rhode Island	0.00%	0
South Carolina	1.89%	1
South Dakota	0.00%	0
Tennessee	0.00%	0
Texas	5.66%	3
Utah	0.00%	0
Vermont	1.89%	1
Virginia	7.55%	4
Virgin Islands	0.00%	0
Washington	0.00%	0
West Virginia	0.00%	0
Wisconsin	0.00%	0
Wyoming	0.00%	0
TOTAL		53

Q5 What is your sex?

Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	73.58%	39
Male	26.42%	14
TOTAL		53

Q6 What is your age?

Answered: 53 Skipped: 0

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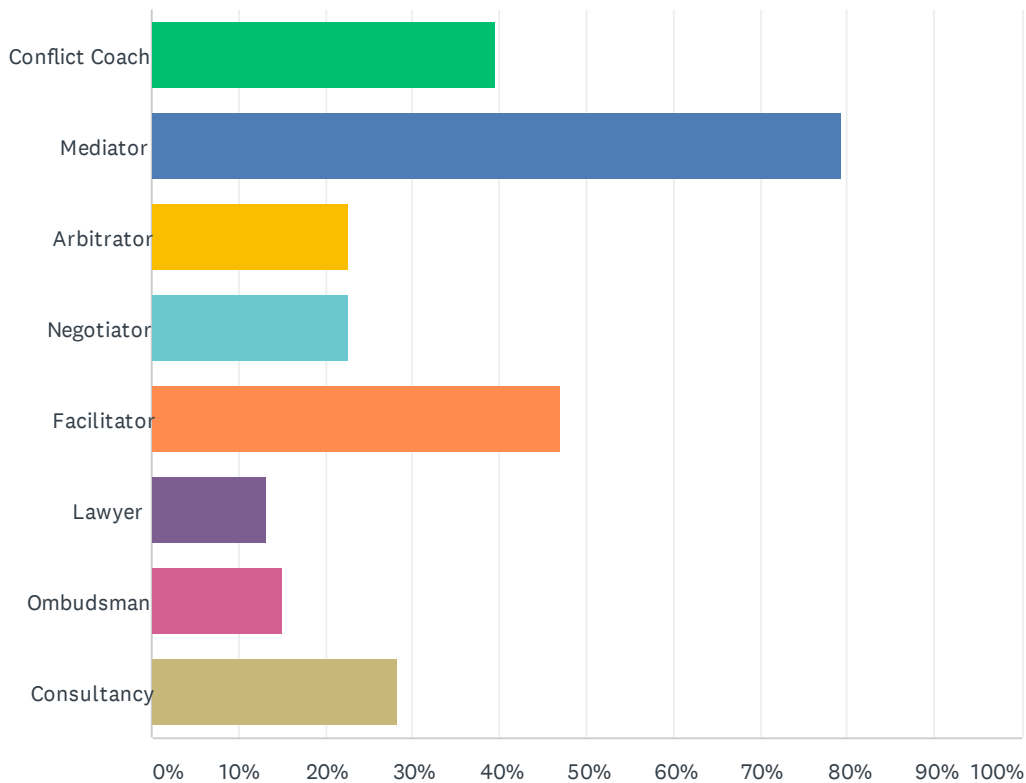
#	RESPONSES	DATE
1	37	11/15/2020 5:56 PM
2	47	11/15/2020 12:59 PM
3	53	11/14/2020 12:55 AM
4	36	11/13/2020 9:12 PM
5	51	11/12/2020 12:39 AM
6	54	11/11/2020 5:18 PM
7	60	11/11/2020 4:34 PM
8	42	11/11/2020 2:14 PM
9	66	11/11/2020 1:43 PM
10	38	11/11/2020 7:18 AM
11	50	11/11/2020 6:50 AM
12	74	11/10/2020 11:56 PM
13	34	11/10/2020 11:23 PM
14	29	11/10/2020 11:08 PM
15	50	11/10/2020 9:30 PM
16	31	11/10/2020 9:21 PM
17	70	11/10/2020 7:59 PM
18	53	11/10/2020 4:56 PM
19	55	11/10/2020 3:26 PM
20	63	11/10/2020 3:23 PM
21	47	11/6/2020 12:11 PM
22	63	11/4/2020 2:27 PM
23	43	11/2/2020 6:10 PM
24	53	11/2/2020 4:18 PM
25	74	11/1/2020 5:55 PM
26	50	10/30/2020 6:21 PM
27	59	10/30/2020 3:55 PM
28	45	10/30/2020 2:13 PM
29	49	10/28/2020 9:58 PM
30	41	10/28/2020 8:14 PM
31	47	10/28/2020 3:04 AM
32	44	10/28/2020 3:01 AM
33	48	10/27/2020 10:18 PM
34	34	10/27/2020 8:01 PM
35	64	10/27/2020 6:09 PM
36	30	10/26/2020 5:29 PM
37	60	10/26/2020 1:28 PM

Conflict Resolution in the Virtual World: The Impact of COVID-19 on New Ways of Doing Business

38	45	10/26/2020 3:10 AM
39	34	10/25/2020 3:29 PM
40	67	10/25/2020 5:49 AM
41	49	10/24/2020 3:30 AM
42	59	10/23/2020 10:10 PM
43	43	10/23/2020 9:32 PM
44	53	10/23/2020 9:08 PM
45	44	10/23/2020 8:25 PM
46	46	10/23/2020 7:27 PM
47	37	10/23/2020 7:18 PM
48	50	10/23/2020 6:59 PM
49	44	10/23/2020 6:52 PM
50	46	10/23/2020 6:29 PM
51	65	10/23/2020 6:13 PM
52	60	10/22/2020 11:06 PM
53	40	10/20/2020 4:27 PM

Q7 In which area(s) do you specialize in?

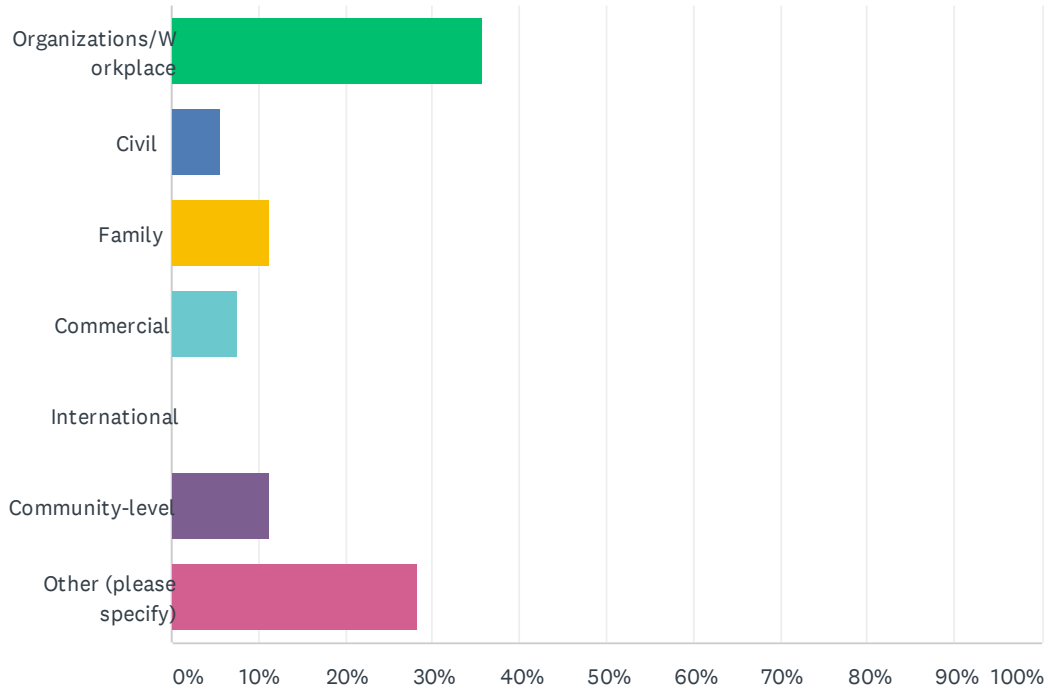
Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
Conflict Coach	39.62%	21
Mediator	79.25%	42
Arbitrator	22.64%	12
Negotiator	22.64%	12
Facilitator	47.17%	25
Lawyer	13.21%	7
Ombudsman	15.09%	8
Consultancy	28.30%	15
Total Respondents: 53		

Q8 What sector/field do you work in the conflict resolution field?

Answered: 53 Skipped: 0



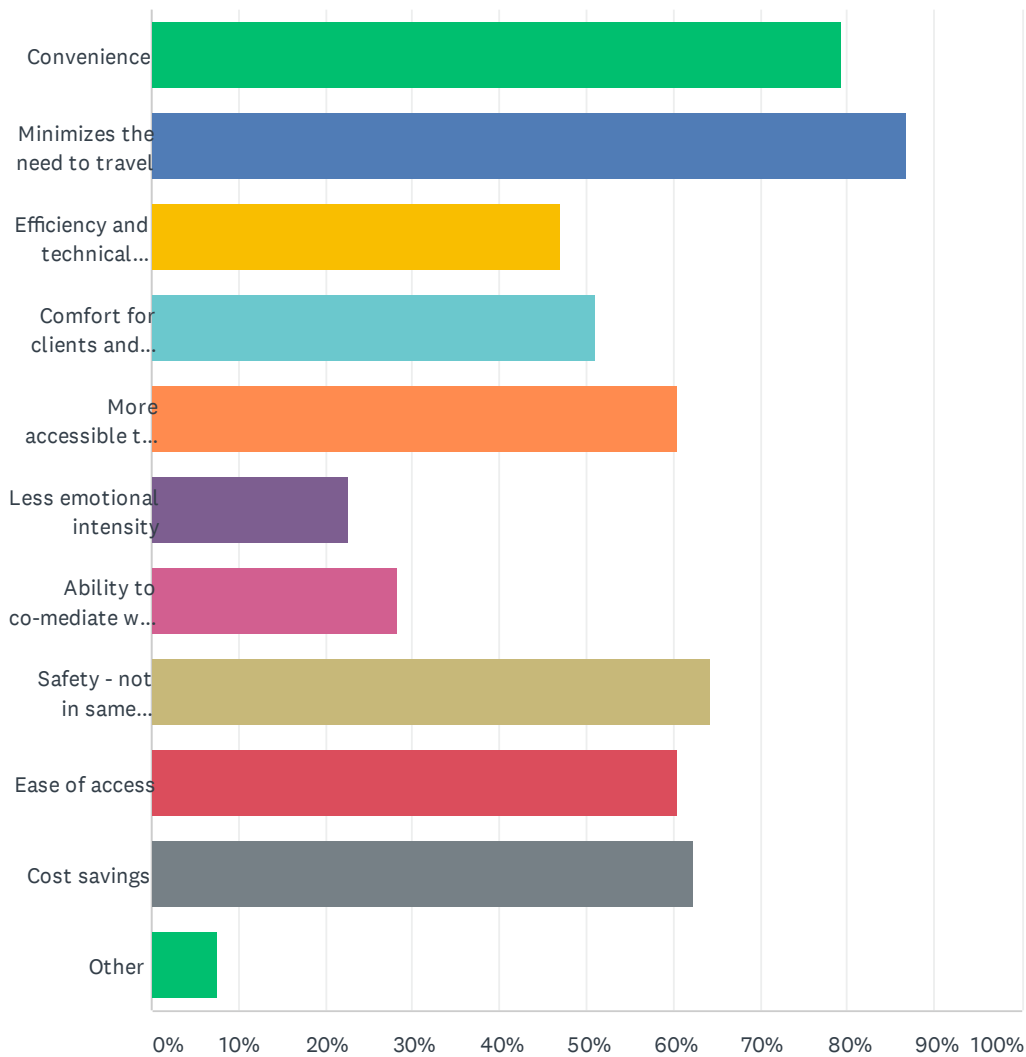
ANSWER CHOICES	RESPONSES	
Organizations/Workplace	35.85%	19
Civil	5.66%	3
Family	11.32%	6
Commercial	7.55%	4
International	0.00%	0
Community-level	11.32%	6
Other (please specify)	28.30%	15
TOTAL		53

Conflict Resolution in the Virtual World: The Impact of COVID-19 on New Ways of Doing Business

#	OTHER (PLEASE SPECIFY)	DATE
1	Mostly family, but also small business and organizations	11/14/2020 12:55 AM
2	Multiple: Criminal Legal System, Workplace/organization, family, international and community-level	11/13/2020 9:12 PM
3	community lawyering	11/11/2020 4:34 PM
4	All but international so far	11/11/2020 2:14 PM
5	kind of all of the above :)	11/10/2020 9:30 PM
6	landlord law	11/10/2020 4:56 PM
7	My ADR practice is diverse and includes commercial and civil litigation, business bankruptcy, health care, and consumer matters	11/10/2020 3:26 PM
8	Construction	11/10/2020 3:23 PM
9	Military	11/6/2020 12:11 PM
10	Civil and Organizations	10/28/2020 8:14 PM
11	Not at this time	10/28/2020 3:01 AM
12	Most of the above	10/27/2020 10:18 PM
13	Conflict resolution master's student	10/24/2020 3:30 AM
14	Whatever comes my way	10/23/2020 9:08 PM
15	Public Education	10/23/2020 7:27 PM

Q9 What do you consider to be the benefits of online dispute resolution?

Answered: 53 Skipped: 0

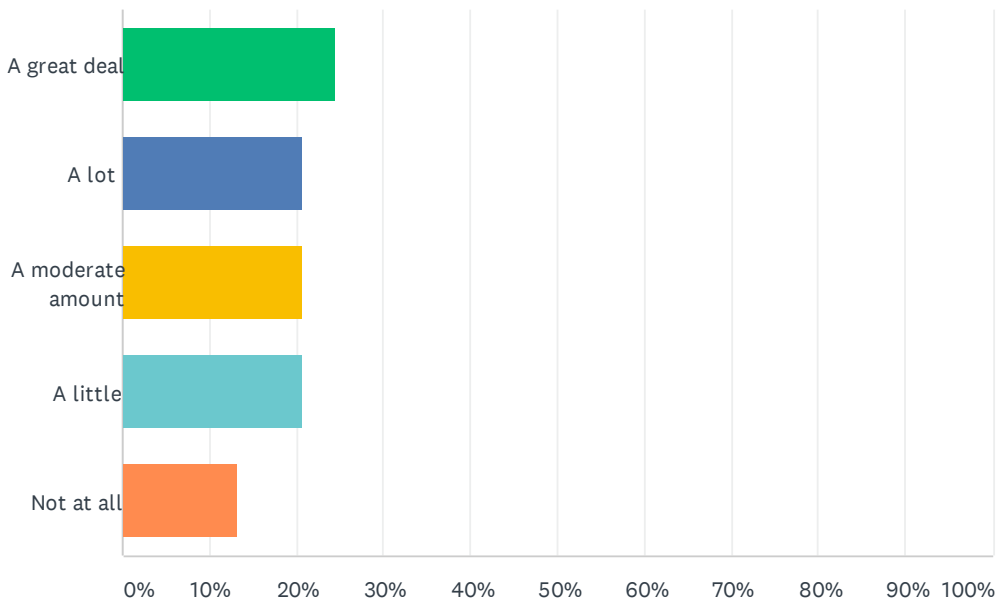


Conflict Resolution in the Virtual World: The Impact of COVID-19 on New Ways of Doing Business

ANSWER CHOICES	RESPONSES	
Convenience	79.25%	42
Minimizes the need to travel	86.79%	46
Efficiency and technical advantage	47.17%	25
Comfort for clients and practitioners	50.94%	27
More accessible to a diverse range of clients	60.38%	32
Less emotional intensity	22.64%	12
Ability to co-mediate with another practitioner	28.30%	15
Safety - not in same physical space	64.15%	34
Ease of access	60.38%	32
Cost savings	62.26%	33
Other	7.55%	4
Total Respondents: 53		

Q10 Has the COVID 19 pandemic affected your business?

Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
A great deal	24.53%	13
A lot	20.75%	11
A moderate amount	20.75%	11
A little	20.75%	11
Not at all	13.21%	7
TOTAL		53

Q11 In what ways has the pandemic impacted your business?

Answered: 53 Skipped: 0

Conflict Resolution in the Virtual World: The Impact of COVID-19 on New Ways of Doing Business

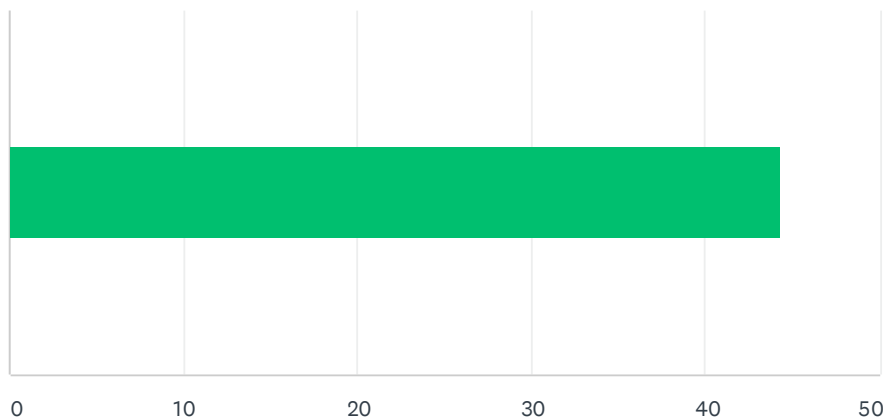
#	RESPONSES	DATE
1	I don't mediate, because the center I volunteer with only offers in-person	11/15/2020 5:56 PM
2	Ombuds and mediation work all online - no change in volume. Arbitration hearings are both virtual and in person but are settling or postponing much more frequently.	11/15/2020 12:59 PM
3	It has reduced the volume of my primary work and moved all of it on-line.	11/14/2020 12:55 AM
4	If anything it has increased my business as the courts are closed and looking at alternative ways to handle cases.	11/13/2020 9:12 PM
5	Significant increase in cases	11/12/2020 12:39 AM
6	We have pivoted to entirely remote mediations which involved training volunteers on technology	11/11/2020 5:18 PM
7	One big difference is that we are not receiving the same number of referrals or intake. We are also somewhat limited in our outreach capacity because a significant segment of our intended population does not have the connectivity to online resources	11/11/2020 4:34 PM
8	No longer have to usual source of work, Need to build ODR protocols	11/11/2020 2:14 PM
9	safety, viability, predictability	11/11/2020 1:43 PM
10	I mostly prefer in person mediation and that is not possible right now	11/11/2020 7:18 AM
11	Needed to transition to 100% ODR in a short amount of time and of all clients were comfortable with the technology	11/11/2020 6:50 AM
12	delays	11/10/2020 11:56 PM
13	Very severely	11/10/2020 11:23 PM
14	More referrals	11/10/2020 11:08 PM
15	demand for ODR training and software has greatly increased	11/10/2020 9:30 PM
16	I have to work from home and big meetings online are harder	11/10/2020 9:21 PM
17	Arbitration hearings have been postponed	11/10/2020 7:59 PM
18	0	11/10/2020 4:56 PM
19	The first two months, my business dropped off dramatically. As we all adjusted to the new normal, things have picked up and I'm on track to have a great year in terms of revenue generation. I was a late adopter of online mediation and wish that I'd made the adjustment sooner. Also, questions 15 & 16 below require us to select one of the options, but none are applicable to me. Given the option, my answer to 15 would be I want to learn how to better market and expand my online ADR practice reach. I'd really like to grow that part of my practice both during and after the pandemic. On 16, I have been fortunate to have tremendous success with online mediations and none of the answer choices really apply. The cases that don't settle wouldn't have settled in person either because the parties were not ready to settle.	11/10/2020 3:26 PM
20	More online and virtual interactions	11/10/2020 3:23 PM
21	Training, Deployment, & meetings	11/6/2020 12:11 PM
22	Parties waiting for COVID to be over so delay negotiation	11/4/2020 2:27 PM
23	more meeting request	11/2/2020 6:10 PM
24	I have to meet virtually and employ virtual whiteboards	11/2/2020 4:18 PM
25	Reduced business for months, gradually regrowing; changed mediation & arbitration to online; offered more informational webinars; enabled more diverse and additional relationship-building and activities; increased webinar and podcast offerings and participation	11/1/2020 5:55 PM
26	more work!	10/30/2020 6:21 PM
27	More uncertainty in parties and some resistance to moving their matters forward.	10/30/2020 3:55 PM
28	More transactional, less connected. But caseload is up.	10/30/2020 2:13 PM

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29	number of sessions	10/28/2020 9:58 PM
30	The Pandemic has dried up mediating opportunities from the courts	10/28/2020 8:14 PM
31	Decrease in visitors	10/28/2020 3:04 AM
32	N/A	10/28/2020 3:01 AM
33	Everything had to be transferred online	10/27/2020 10:18 PM
34	more business	10/27/2020 8:01 PM
35	Moved from primarily in person to virtual overnight.	10/27/2020 6:09 PM
36	I do not own/operate an ODR business, but I've been asked to step in to help facilitate conflict resolution practices (i.e. mediation) through Microsoft Teams.	10/26/2020 5:29 PM
37	Very busy especially with volunteering	10/26/2020 1:28 PM
38	Disputes and claims have intensify	10/26/2020 3:10 AM
39	Some clients wish us to cut our legal bills moreso than usual due to the financial impact to our clients' businesses.	10/25/2020 3:29 PM
40	Increased demand. broader range of issues	10/25/2020 5:49 AM
41	I specialize in home improvement. More people are into DIY now due to COVID-19.	10/24/2020 3:30 AM
42	courts closed down and all of my mediations which were formerly done in-person shifted to on-line	10/23/2020 10:10 PM
43	All online ADRs	10/23/2020 9:32 PM
44	Motivated ideas and innovation and developed ODR market	10/23/2020 9:08 PM
45	my personal energy and overwhelm form COVID has made it hard to concentrate and build my practice	10/23/2020 8:25 PM
46	N/A	10/23/2020 7:27 PM
47	Less traffic	10/23/2020 7:18 PM
48	Minimal in-person contact	10/23/2020 6:59 PM
49	in-person meetings not possible. travel limitations	10/23/2020 6:52 PM
50	Contraction of the economy leads to repurposed training funds	10/23/2020 6:29 PM
51	need to do online instead of face to face creates a lot more logistical challenges.	10/23/2020 6:13 PM
52	All my work is more complex	10/22/2020 11:06 PM
53	Fewer clients. Less interaction.	10/20/2020 4:27 PM

Q12 Has technology affected your skillset as a Conflict Resolution Practitioner?

Answered: 53 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	44	2,353	53
Total Respondents: 53			

Conflict Resolution in the Virtual World: The Impact of COVID-19 on New Ways of Doing Business

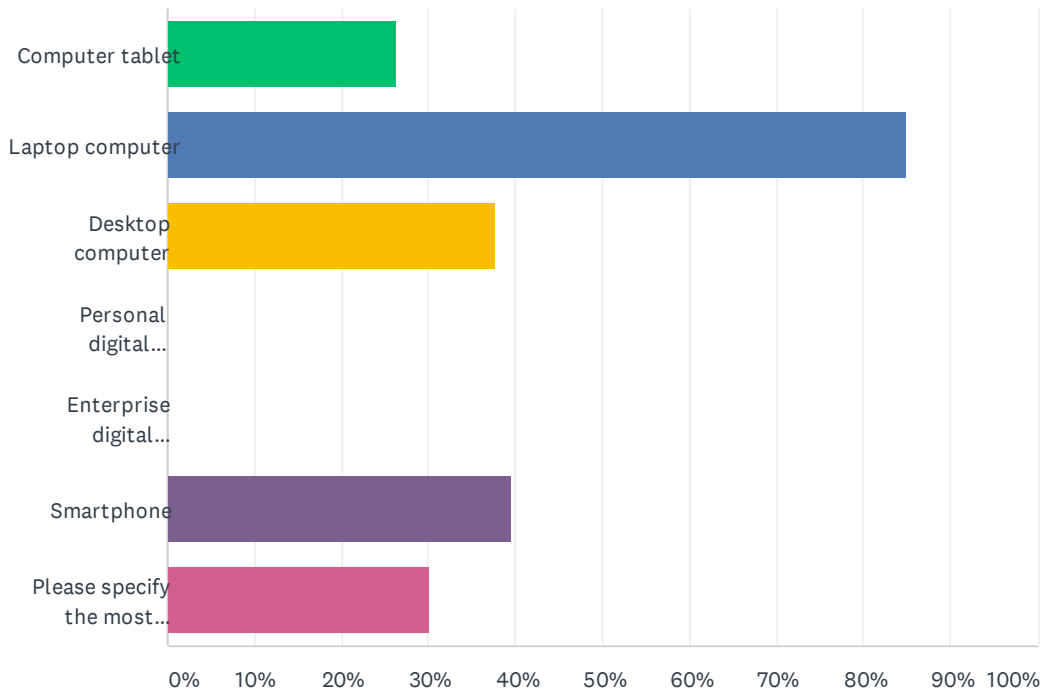
#		DATE
1	92	11/15/2020 5:56 PM
2	52	11/15/2020 12:59 PM
3	33	11/14/2020 12:55 AM
4	92	11/13/2020 9:12 PM
5	0	11/12/2020 12:39 AM
6	84	11/11/2020 5:18 PM
7	50	11/11/2020 4:34 PM
8	50	11/11/2020 2:14 PM
9	75	11/11/2020 1:43 PM
10	0	11/11/2020 7:18 AM
11	50	11/11/2020 6:50 AM
12	49	11/10/2020 11:56 PM
13	5	11/10/2020 11:23 PM
14	17	11/10/2020 11:08 PM
15	97	11/10/2020 9:30 PM
16	22	11/10/2020 9:21 PM
17	90	11/10/2020 7:59 PM
18	12	11/10/2020 4:56 PM
19	48	11/10/2020 3:26 PM
20	50	11/10/2020 3:23 PM
21	0	11/6/2020 12:11 PM
22	75	11/4/2020 2:27 PM
23	0	11/2/2020 6:10 PM
24	65	11/2/2020 4:18 PM
25	97	11/1/2020 5:55 PM
26	88	10/30/2020 6:21 PM
27	58	10/30/2020 3:55 PM
28	61	10/30/2020 2:13 PM
29	10	10/28/2020 9:58 PM
30	0	10/28/2020 8:14 PM
31	50	10/28/2020 3:04 AM
32	1	10/28/2020 3:01 AM
33	26	10/27/2020 10:18 PM
34	0	10/27/2020 8:01 PM
35	98	10/27/2020 6:09 PM
36	50	10/26/2020 5:29 PM
37	73	10/26/2020 1:28 PM

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38	54	10/26/2020 3:10 AM
39	0	10/25/2020 3:29 PM
40	50	10/25/2020 5:49 AM
41	7	10/24/2020 3:30 AM
42	21	10/23/2020 10:10 PM
43	24	10/23/2020 9:32 PM
44	50	10/23/2020 9:08 PM
45	100	10/23/2020 8:25 PM
46	75	10/23/2020 7:27 PM
47	26	10/23/2020 7:18 PM
48	0	10/23/2020 6:59 PM
49	1	10/23/2020 6:52 PM
50	20	10/23/2020 6:29 PM
51	48	10/23/2020 6:13 PM
52	67	10/22/2020 11:06 PM
53	90	10/20/2020 4:27 PM

Q13 Which of the following devices do you most prefer to use to connect to the internet?

Answered: 53 Skipped: 0



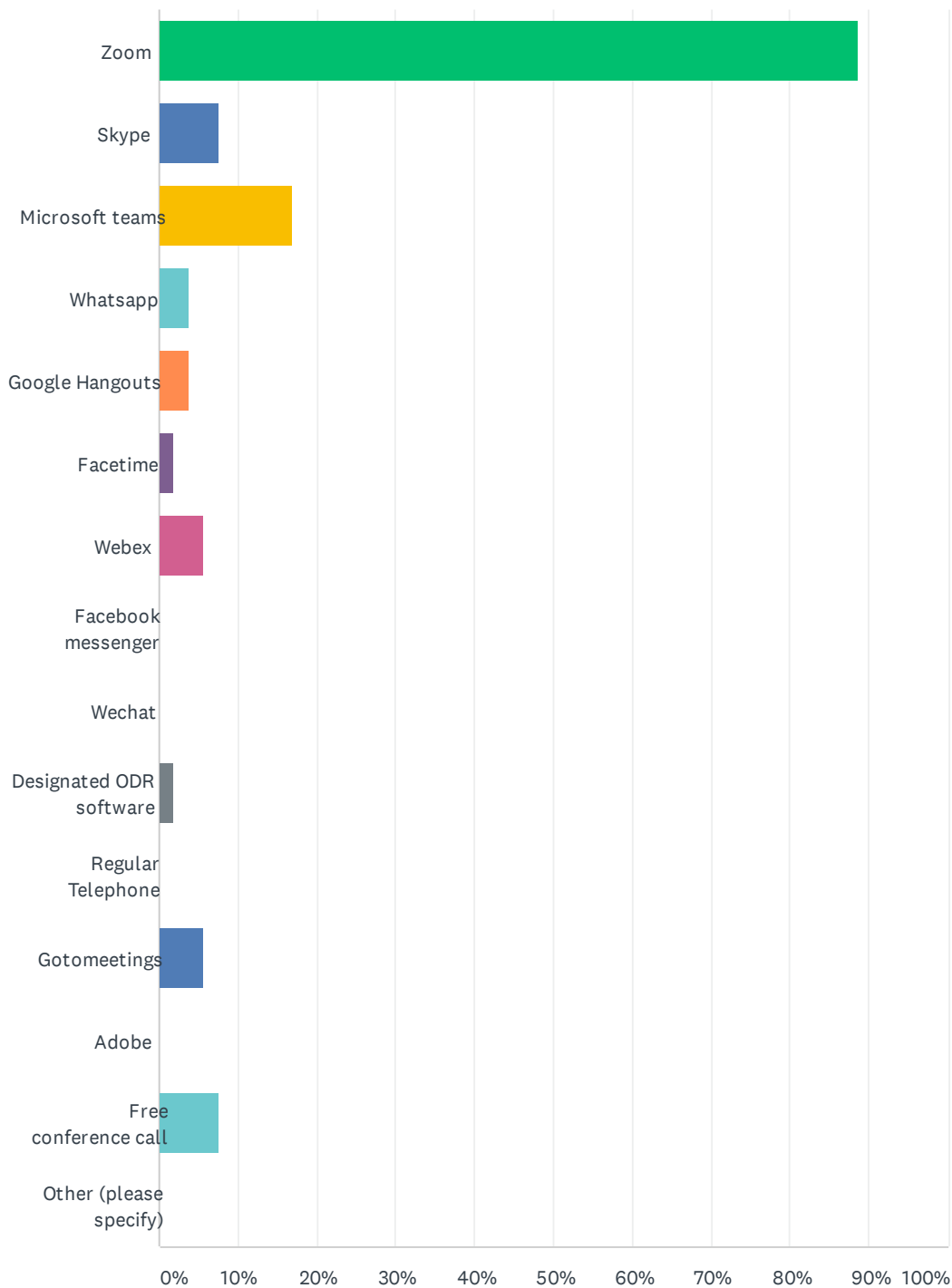
ANSWER CHOICES	RESPONSES	
Computer tablet	26.42%	14
Laptop computer	84.91%	45
Desktop computer	37.74%	20
Personal digital assistant (PDA)	0.00%	0
Enterprise digital assistant (EDA)	0.00%	0
Smartphone	39.62%	21
Please specify the most important one.	30.19%	16
Total Respondents: 53		

Conflict Resolution in the Virtual World: The Impact of COVID-19 on New Ways of Doing Business

#	PLEASE SPECIFY THE MOST IMPORTANT ONE.	DATE
1	Smartphone for personal use. Laptop for professional use.	11/14/2020 12:55 AM
2	laptop	11/11/2020 4:34 PM
3	laptop	11/11/2020 1:43 PM
4	Tablet	11/11/2020 6:50 AM
5	Laptop	11/10/2020 11:56 PM
6	Desktop computer	11/10/2020 7:59 PM
7	For work, the most important one is my laptop.	11/10/2020 3:26 PM
8	DEsktop	11/10/2020 3:23 PM
9	Laptop	11/2/2020 4:18 PM
10	Laptop	10/30/2020 2:13 PM
11	laptop	10/27/2020 6:09 PM
12	smartphone	10/26/2020 1:28 PM
13	Laptop	10/26/2020 3:10 AM
14	laptop	10/23/2020 8:25 PM
15	Laptop	10/23/2020 7:27 PM
16	Laptop	10/23/2020 6:29 PM

Q14 If you conduct online dispute resolution, which video conferencing platform do you prefer?

Answered: 53 Skipped: 0



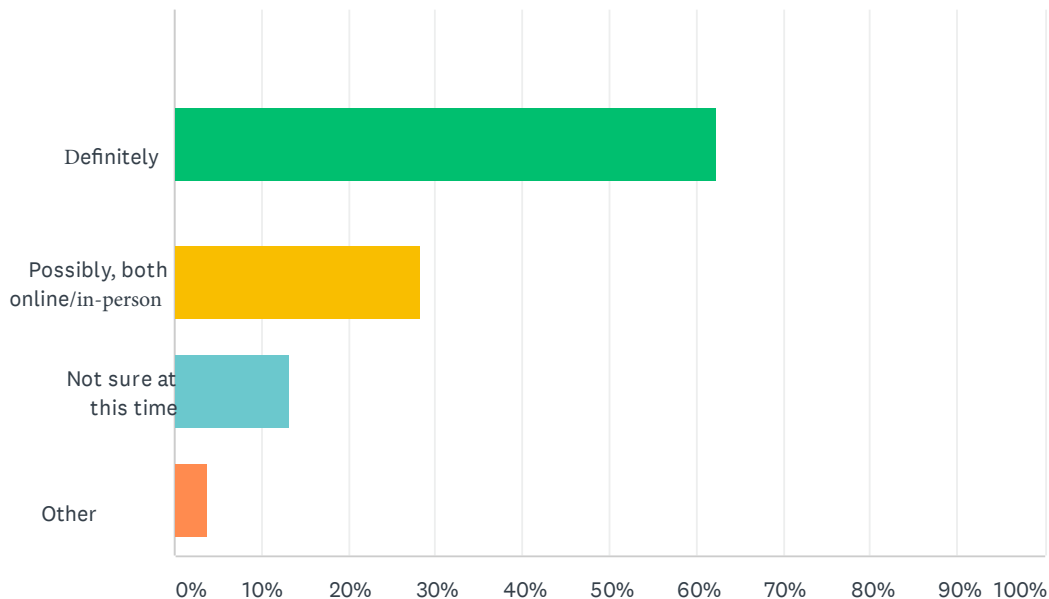
Conflict Resolution in the Virtual World: The Impact of COVID-19 on New Ways of Doing Business

ANSWER CHOICES	RESPONSES	
Zoom	88.68%	47
Skype	7.55%	4
Microsoft teams	16.98%	9
Whatsapp	3.77%	2
Google Hangouts	3.77%	2
Facetime	1.89%	1
Webex	5.66%	3
Facebook messenger	0.00%	0
Wechat	0.00%	0
Designated ODR software	1.89%	1
Regular Telephone	0.00%	0
Gotomeetings	5.66%	3
Adobe	0.00%	0
Free conference call	7.55%	4
Other (please specify)	0.00%	0
Total Respondents: 53		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q15 Will you continue to offer your services through an online platform?

Answered: 53 Skipped: 0

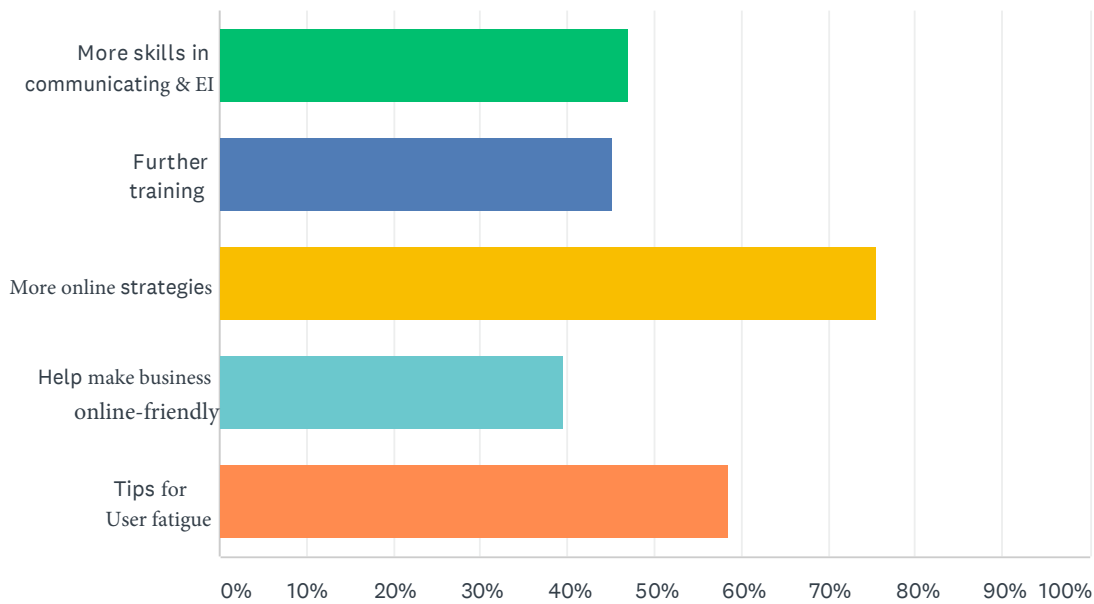


ANSWER CHOICES	RESPONSES
Yes, definitely plan to continue online	62.26% 33
Possibly, both online and in-person	28.30% 15
Not sure at this time	13.21% 7
Other	3.77% 2
Total Respondents: 53	

#	OTHER	DATE
1	Was doing online prior to COVID so will continue	11/13/2020 9:12 PM
2	Depends on my next steps!	10/26/2020 5:29 PM

Q16 Given the demand for virtual meetings, what additional skills do you feel you need to be more successful?

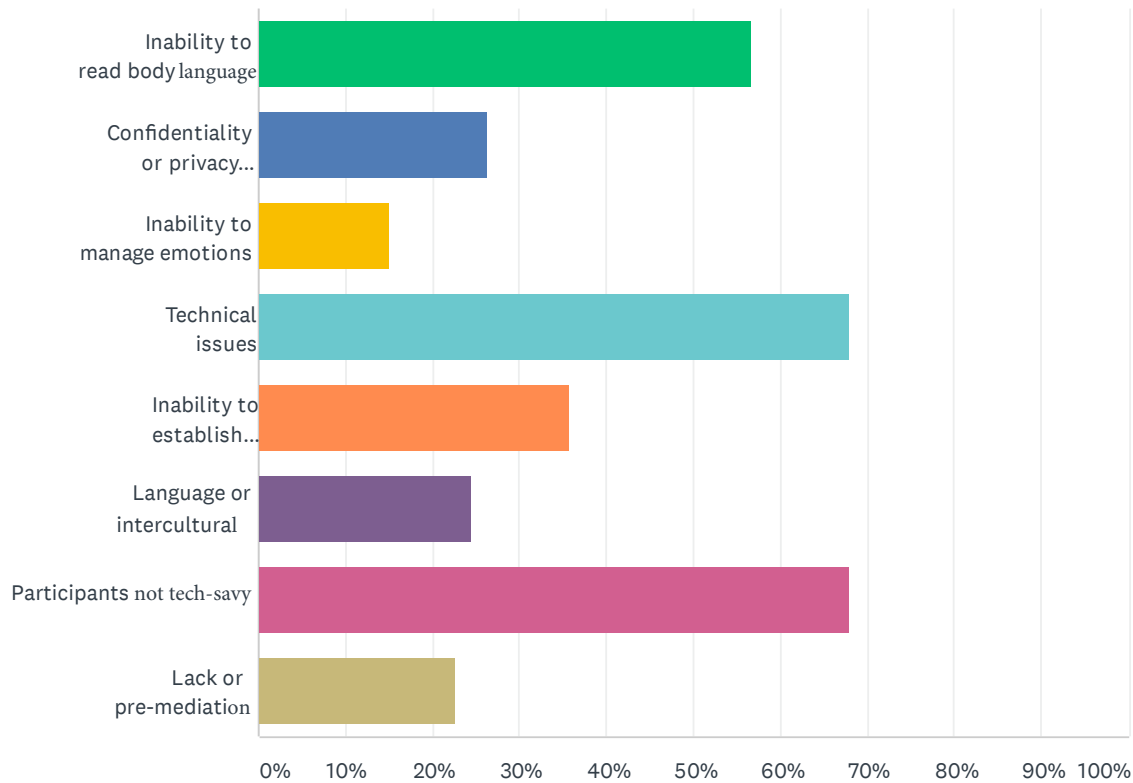
Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
More skills in communicating and managing emotions effectively online	47.17%	25
Further training and practice with the online platform	45.28%	24
More strategies on how to enhance the online experience for participants	75.47%	40
Help with making my conflict resolution process more online-friendly	39.62%	21
Tips on how to minimize "online" user fatigue	58.49%	31
Total Respondents: 53		

Q17 What gets in the way of a successful online solution, i.e. reaching resolution??

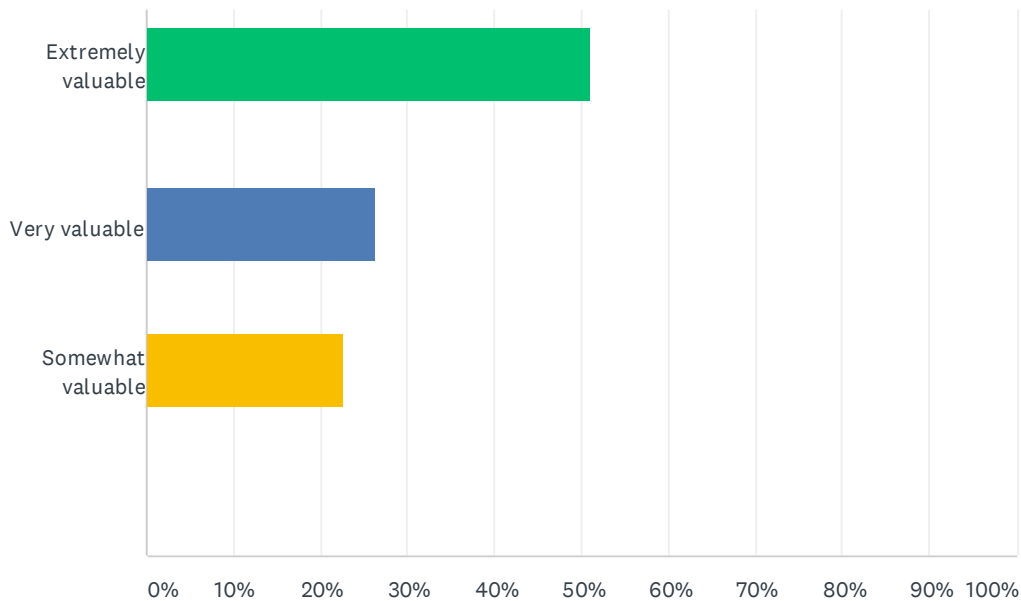
Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
Inability to read body language and non-verbal signals	56.60%	30
Confidentiality or privacy concerns	26.42%	14
Inability to manage emotions	15.09%	8
Technical issues	67.92%	36
Inability to establish rapport to the parties	35.85%	19
Language or intercultural communication challenges	24.53%	13
Participants are not "tech-savvy" or uncomfortable with an online platform	67.92%	36
Lack of pre-mediation preparation or walking clients through the online process	22.64%	12
Total Respondents: 53		

Q18 Do you see ODR as valuable for your business in the future?

Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely valuable	50.94%	27
Very valuable	26.42%	14
Somewhat valuable	22.64%	12
TOTAL		53