



YouTube TV Channel Dedicated to promoting our TeDR Methodology

# Technology-enhanced Dispute Resolution

## METHODOLOGY WHITE PAPER (TeDR™ v.5)

**A REVOLUTIONARY APPROACH TO:  
ELECTRONIC NEGOTIATION (EN),  
EMPOWERED BY ARTIFICIAL INTELLIGENCE  
(AI) & EMOTIONAL INTELLIGENCE (EQ)**

**THE NEXT GENERATION OF ALTERNATIVE  
DISPUTE RESOLUTION (ADR) ONLINE DISPUTE  
RESOLUTION (ODR)**

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**COGNITIVE RESOLUTION SOLUTIONS**  
CORPORATION  
INNOVATIVE RESOLUTION SOLUTIONS

## WHAT is TECHNOLOGY-enhanced Dispute Resolution (TeDR)?

TeDR is a Revolutionary and Disruptive Methodology that is both a new process and an AI & EQ-driven technology, architecture for the future of Dispute Resolution. It's a technology methodology for TeDR processes and technology standards to achieve the following objectives:

- Public Domain "White Paper" provided by Cognitive Resolution Solutions Corporation, which outlines an entirely new way to resolve all types of conflicts.
- Some might consider it an alternative to the legal system, we see it as both a compliment and a roadmap for change on how many, if not most, consumer and business conflicts can be resolved in a new way.
- TeDR is not pitted against or again as an alternative to attorney or the courts, actually just the opposite, it a roadmap and technology that can be leverage by attorney's to service the clients more efficiently and for attorney to establish and delivery a new set of services and sell Advisory Services (like the Public Accounting Firms) had to do in the 1990's.

### Original TeDR Concept Architect:

*"First Version was published in 2014 as a Public Domain Contribution to the Dispute Resolution Industry, and now, in June 2025, we are publishing Version 5 of our unique TeDR Methodology, and again, published in the Public Domain so that it will hopefully be considered in both process and technology standards. We are excited; we hope it contributes to both the process and technology."*

## ABSTRACT:

**Technology-enhanced Dispute Resolution (TeDR)**, was developed by Cognitive Resolution Solutions Corporation (CRSC). *TeDR represents a transformative approach to conflict resolution, integrating advanced technologies with traditional Alternative Dispute Resolution (ADR) practices. Unlike conventional ADR or Online Dispute Resolution (ODR), TeDR leverages artificial intelligence (AI), Emotional Intelligence (EI) analysis, and Electronic Negotiation (EN). TeDR is a virtual roadmap for processing and a secure, scalable platform to deliver efficient, accessible, and user-centric solutions. This white paper outlines TeDR's methodology, technical architecture, key components (e.g., e.DNA, e.Resolv, Justine-AI), and its applications in the initial focus vertical markets of: Real Estate, Healthcare, Family Law, Human Resources/Workers Compensation, and Consumer Direct. By addressing limitations in traditional dispute resolution, TeDR aims to democratize access, reduce court burdens, and foster mutually beneficial outcomes. This includes a cost-effective opportunity, "ENHANCED" by technology, not technology to replace HUMANS, but a capability that is ENHANCED by what we refer to as the Human Element (HE)*

## Glossary of Terms:

### Technical Terms:

**ADR** – Alternative Dispute Resolution

**ODR** – Online Dispute Resolution

**AI** – Artificial Intelligence

**e.DNA** – Emotional Dispute Negotiation Analysis

**EN** – Electronic Negotiation (eNegotiation)

**EQ** – Artificial Intelligence

**eResolv** – Resultative Electronic Negotiation (name of our Patent Pending Technology platform)

**HE** – Human Elements (Case Managers/Facilitators)

**ICT** – Information & Communication Technology

**LAS** – Legal Advisory Services

**PDA** – Personal Digital Assistant (AI and hardware-based, like Siri, Alexa, Okay Google & others)

**REN** – Resultative Electronic Negotiation

**TeDR** – Technology-enhanced Dispute Resolution

**TOMS** – Traditional Mediation Services (Old School Mediation)

## Table of Contents:

The purpose of this document is to present our vision and recommendation and answer the following questions:

- **What is TeDR?**
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## What is the Purpose of this Document?

This white paper details TeDR's technical foundations, operational processes, and strategic vision and recommendations for processes, how to leverage AI, EQ and EN unlike ever offered in the Dispute Resolution Industry ever. For any technology to be leveraged and adopted, it requires process and technology standards to be developed, approved and adopted by users, courts, attorneys, and businesses.

We first published the TeDR Methodology in 2014 to help both the Legal and Dispute Resolution Industries drive and adopt technology standards to drive mass adoption. We have released four prior versions since then, and now this is TeDR v. 5, which has been expanded to include both AI and EQ. It introduces and further expands Electronic Negotiation (EN) in a way that has never been available or requested before.

As we evolve as a culture, society, and the most major technological trend we have witnessed in our lifetimes - Artificial Intelligence (AI) is changing all professional roles and services across all industries, and of course, this includes Dispute Resolution. The CRSC management team has a combined experience of more than 150 years in the law and Dispute Resolution Industries.

As we know, ADR is not a new term. Since it most commonly refers to Mediation Services, it has been around in some form or another to resolve disputes since the beginning of human civilization. On the other hand, the quantum facilitating methods of TeDR in the vehicles of ADR and ODR will not only set a new standard for the industry, but they will also surpass potential perceptions of economic and systemic possibilities to mitigate failures.

**ADR = Mediation (sometimes includes Arbitration)**

**ODR = Online Dispute Resolution (we have competitors, and ODR does not equal Zoom or other Video Conferencing)**

In conclusion, this document values the integrity upon directional industry focus to create an additional structured interpretation and to view the relative independence, which may and shall not violate the constitutional obligation of any person, entity, or corporation, but serve to highlight where juries, judges, or hearing officers are not allowed to validate. Socially, conflicts over what is true or false would likely disappear with the exploration of multiple levels, leading to the discovery of various solutions. In conclusion, the focus on truth will shift to determining what works best to move forward.

### **Who should read this document?**

We strongly recommend that practicing mediators, attorneys, and courts consider how to understand and leverage AI and ODR to serve their citizens better. We also hope that academic and graduate students will leverage this in their classes, seminars, and research references. We aim to see TeDR principles applied in the MBA program and taught in Corporate America. Additionally, this paper is especially valuable for C-level and Senior Management of corporations, as well as consumers.

Lastly, we recommend that practicing attorneys and law firms adopt the concepts, practices, and technologies presented in this TeDR document to serve their clients better. AI and Technology have significantly impacted every professional, and we strongly advocate that the TeDR serves as a roadmap to help attorneys introduce a new breed of services that go beyond traditional mediation or their traditional fee models, including retainer, contingency, and hourly.

### **Industry Introduction:**

The Dispute Resolution industry faces significant challenges, including adversarial legal processes, overwhelmed court dockets, and limited public awareness of alternatives to litigation. Traditional ADR, often mandated by courts, suffers from negative user experiences, with a 2013–2016 Florida survey indicating 80% dissatisfaction among participants in court-ordered mediation. Online aspects of courts, including what is referred to as Online Dispute Resolution (ODR), gained traction during and following the COVID-19 pandemic. While COVID-19 caused the courts and attorneys to leverage technology (Mostly focused on Video conferencing via Zoom), we witnessed a significant rise in using video conferencing for depositions, hearings, even trials online, additionally mediation and arbitration online, again mostly leveraging purely video conferencing tools like Zoom.

The Technology-enhanced Dispute Resolution (TeDR) Methodology was introduced by CRSC in 2014 to provide both a process and technology standards to redefine Dispute Resolution Industry by combining AI-driven tools, Emotional Intelligence (EQ) analysis, the new discipline of Electronic Navigation (EN) and the Dispute Resolution discipline of Facilitation (Human Element) to create a scalable, secure, confidential and cost-effective new way to resolve conflicts.

## Our motto:

**“A Service you Deserve at a Cost  
you can Afford!”**

Through platforms and software components like Avoid-Court.com and the patent-pending Justine-AI engine, our primary objective at TeDR is to empower consumers and businesses to resolve disputes efficiently, without incurring costly litigation. Our primary aim is to offer our services as an alternative to consulting an attorney or engaging in litigation. We suggest giving us 30 to 60 days to resolve the issue using our TeDR approach, followed by Traditional Mediation (without attorneys), before proceeding to retain an attorney or involve the courts. Additionally, during this 30 to 90-day period, our plan is to partner with a new generation of attorneys who are willing to serve their clients differently by offering **LEGAL ADVISORY SERVICES (LAS)** to assist dispute parties to understand the legal aspects (including the applicable laws) for their dispute type. This new generation of attorneys, agreeing to this new approach to servicing clients, will engage early and initially and will be available to the disputing parties throughout the process, thus if Avoid-Court.com and Traditional Mediation fail to result in a mutual agreement to resolve the conflict the Attorneys can then fully take over and guide the parties through the courts and litigation.

## INTRODUCTION TO PRIMARY AUTHORS:

David Puckett, while at the University of Hawaii and completing his undergraduate work in Political Science, originally planned to attend law school. However, Dr. Ted Becker (who was Chairman of the Political Science Department at that time) who was a 3<sup>rd</sup> generation law school graduate in his family and who initially taught at the University of Hawaii Law School, started the 1<sup>st</sup> ever in the United States, Community Mediation Center (as an outreach program of the University of Hawaii and David was trained as a Certified Mediator in the late 1980's. As a result of falling passionately in love with the original ADR principles for resolving disputes and the

methodology of Traditional Mediation, combined with the fact. David's true passion has been technology since 1983, when he served as a US Naval Cryptologic Technician. During his time at the University of Hawaii, where he was completing his undergraduate degree, he decided not to attend law school. He considered doing full-time mediation at that time, but it was not widely used, or advocated by the Courts, so he stayed focused on the technology industry. In 1993, he sold his 1<sup>st</sup> technology consulting and software development company to a publicly traded company for \$11M, and that following year, David reached out to Dr Becker (who was now a tenured Professor at Auburn University seeking advice about starting a Community Mediation Program in the Tampa Bay area in 1994. Dr Becker advised in 1994 that if I had made \$11M focused on the technology industry, I should not look to the ADR Industry, because the industry was stuck between ADR beginning and how the legal sector would ultimately use mediation within court services and as a step in the litigation process. David stayed focused on Emerging Technology until 2009. In a conversation with Dr. Becker again, he 1<sup>st</sup> heard the term, ODR = Online Dispute Resolution and has a technologist by profession, who continue to do mediation and facilitation, David immediately had an epiphany realizing he could finally **MERGE** his two life and professional passions of Mediation and Technology. He immediately enrolled in the Master's in Conflict Resolution program at Nova Southeast University in Davie, Florida, and since 2009, all his professional work has been focused on influencing the next generation of Dispute Resolution.

In 2010, David met Stanley Zamor, a past graduate of the same Conflict Resolution Master's Program at Nova Southeastern University. Stanley went further and was a Doctoral candidate. They met at the Foreclosure Crisis Forum, hosted by David Puckett at NSU. The two immediately hit it off as they are both enthusiastic personalities, and they have an extreme passion for ADR principles and Alternative Forms of Dispute Resolution.



Contrary to David's career path, Stanley's career has been more within the legal industry. Stanley began his legal career with the dream of being an attorney. He wanted to help people, all people, anyone who needed justice, and move past difficult personal and business circumstances. Being a natural connector of people and always being seen as "the guy" with the resources to find solutions to tough situations of challenging personalities, being a lawyer is what he has always wanted to do. While being in undergraduate a few months from graduating and attending law school, he attended an ADR Symposium about "The Continuum of ADR". He was enamored and immediately enrolled in the Master's/PhD program. While in the program, Stanley worked for the Attorney General's Office in the Appellate section researching, drafting, pleading, and other trial support functions. As Stanley completed the master's program, he continued to work in law firms, ranging from established large firms to high-end boutique law firms, in a variety of practice areas. At every firm, Stanley was an essential part of the trial teams and litigation teams.

In 2000, while in the PhD program, Stanley became a Certified Mediator. He is certified as a Family, County, and Circuit mediator, and has also become a Qualified Arbitrator. Stanley was committed to becoming the best ADR neutral. After thousands of cases and being such a passionate neutral, he was invited to share his knowledge and to periodically lecture in undergraduate, graduate, and law schools. He is now a Florida Supreme Court-approved Primary Trainer and facilitates numerous training sessions throughout the year.

Stanley is recognized both within the State of Florida and nationally as one of the premier mediators and industry leaders. Like David, Stanley also considered the route to Law School, but, like David, he realized his passion was stronger for collaboration (mediation) and arbitration rather than being an advocate for one position versus another.

For more than 25 years, Stanley has been a leading professional in the Florida and National neutral ADR industries. Stanley was the Past-President of the Florida Academy of Professional Mediators and continues to contribute to several other ADR-focused organizations, including being active with the Florida Bar. Stanley is often recommended and selected by many of the top attorneys and law firms in Florida to serve as a mediator. He appears on the exclusive national/state roster of the National Academy of Distinguished Neutrals.

As an approved Florida Supreme Court Primary trainer, Stanley is a frequently published author, lecturer, trainer, and collaborator who informs and encourages better communication and conflict resolution efforts.

So, David and Stanley share a passion for Dispute Resolution; "face-to-face" and ODR; and both fully embrace Artificial Intelligence and its emerging influence on practice mediation, legal, and dispute resolution in general. They have been partners for over a decade, and Stanley has been a contributing co-author of this Technology-Enhanced Dispute Resolution document since Version 2.

### **"TWO OF THE SAME COIN"**



Lastly, it should be noted that what makes both their partnership and collaboration on TeDR so valuable is not just their commonalities related to Dispute Resolution, but also their differences. David comes from a combination of Traditional Mediation (or what he refers to as "Old-School" mediation (mediation without attorneys, only a strong and experienced neutral), and dispute resolution complemented by technology (we like to refer to it as ENHANCED). It is essential to understand and, hopefully, as evidenced by the content of this document, David is a strong



advocate of not just technology, but also the new power of AI. However, he also values the human element aspects of Dispute resolution.

Stanley remains connected to the legal industry and advocates the use of the legal system when mediation is a viable option. Although Stanley is a strong proponent of neutral services, he believes there is a complementary opportunity that can be leveraged with the traditional legal profession, as well as our TeDR Methodology and our Justine-AI.com next-generation Dispute Resolution Platform. He believes that when done ethically and correctly, our TeDR Methodology and skilled professional neutrals can be combined to serve consumers within the court process.

You will see many instances in this TeDR Methodology document where both David and Stanley are united in their approach. However, you will also encounter instances throughout this document where David presents CRSC processes and services as an alternative or in advance of retaining an attorney or involving the courts. Stanley, in contrast, will provide a more legal industry-compliant approach to our services and products, where a neutral and human perspective is valuable and not completely replaceable.

This, of course, will be valuable to readers by presenting both perspectives and detailed recommendations on how our processes and technology can be leveraged to resolve any dispute.

## What is TeDR?

**Technology-Enhanced Dispute Resolution (TeDR™)** is a groundbreaking, AI-driven framework developed by Cognitive Resolution Solutions Corporation (CRSC) to transform the resolution of conflicts across various industries. Unlike traditional Alternative Dispute Resolution (ADR) or introductory Online Dispute Resolution (ODR), TeDR integrates **Artificial Intelligence (AI)**, **Emotional Intelligence (EQ)**, and **Electronic Negotiation (EN)** into a secure, scalable platform that delivers faster, fairer, and more accessible outcomes.

TeDR is built on a **systems-based methodology** that provides individuals, businesses, and legal professionals with a modern, full-service dispute resolution platform—one that accommodates both online and face-to-face (F2F) engagement. Whether users prefer digital interactions or facilitated human guidance, TeDR adapts seamlessly.

The TeDR methodology is grounded in a “process & systems-based approach” that offers ordinary people, organizations, and business and industry professionals access to a full-service technology platform. TeDR™ also combines both online and traditional face-to-face (F2F) video platform settings.

## OUR CORPORATE HISTORY:

In October 2014, **Settle-Now.com was launched**, the first commercial dispute resolution engine built to leverage our first version of the TeDR™ methodology, in the first quarter of a commercially available product/platform. In 2021, we launched our new **ZipSettle.com**.

In 2023, our single consumer brand was rebranded to **Avoid-Court.com**. Let us be clear, the name itself might be perceived as a diss or alternative to using attorneys or the court. Just the opposite, we are positioning Avoid-Court as a new service platform to allow consumers and businesses to use it for the first 30 to 60 days of any conflict, with optimism and expectations that Avoid-Court might be a new alternative for resolving all dispute types before retaining an attorney or filing a lawsuit.

In 2023, we filed our first non-provisional patent, and in September 2024, we filed our second Non-Provisional Patent. **eDNA**, and we have renamed our Patent Pending Dispute Resolution engine, Justin-AI.com. It will be launched in the 3rd quarter of 2025.

Now, in June 2025, we are releasing the newest **TeDR v. 5, which includes all aspects of our patent and the latest trends in AI and EQ** in dispute resolution. It is the first time the document has been proofread by

Grammarly and various AI tools, including ChatGPT Artificial Intelligence Engine, to bring additional resources and depth to our methodology, as well as new features and capabilities described below. In the 3rd Quarter of 2025, watch for our completely new Avoid-Court.com site and Justine-AI.com engine, along with our first applets for the Apple and Google Stores, based on our patent-pending 20-patent claims. We are planning to file additional patents in 2025 and 2026.



**TeDR™ (Technology-enhanced Dispute Resolution)** is a transformative methodology and technology platform that redefines how disputes are resolved—blending the science of negotiation with the power of AI and Emotional Intelligence (EQ). At its core, TeDR is designed for **Resultative Electronic Negotiation (REN)**, a structured, data-enhanced process that delivers efficient, human-centered resolutions across all dispute types.

What sets TeDR apart is that it **does not stop at traditional ADR (facilitation, mediation, arbitration)**. Instead, it integrates a multidisciplinary framework: licensed psychologists, therapists, actuaries, and financial planners—all within one intelligent system. This ensures that outcomes are not only emotionally satisfying but also **financially sustainable and logically sound** for all parties involved.

### Human Intelligence Meets AI-Driven Precision

Most legal disputes today are resolved not solely based on facts, but also emotions, delays, and unequal access. TeDR changes the equation. Our algorithmic platform does not replace human empathy—it enhances it. Through our proprietary **Justine-AI™ engine**, clients are guided through resolution paths that factor in emotional nuance, financial implications, and long-term impact.

However, here is the key differentiator: **TeDR is not an online mediation tool or glorified Zoom interface**. It is a scalable, structured methodology delivered through an advanced AI platform, **augmented by our Human Element (HE)**, which includes specially trained facilitators (not traditional certified mediators) educated in both negotiation science and our TeDR/AI ecosystem.

These facilitators ensure that parties are supported, empowered, and guided toward rational, data-driven solutions, rather than emotional standoffs or legal deadlock.

### Why We Have Moved Beyond “ODR”

The industry has long misunderstood Online Dispute Resolution (ODR) as little more than a Zoom call with legal paperwork. We have publicly drawn a hard line:

**“Zoom™ is not ODR—and it’s certainly not TeDR or Justine-AI.com.”**

COVID-19 spotlighted the weaknesses of video-based mediation. What the market needs is a **fully integrated conflict resolution engine**—one that empowers users through guided negotiation, AI insight, EQ diagnostics, and, when needed, live facilitation. That is TeDR.

### Built for Scale: B2C and White Label

- **Avoid-Court.com** is our consumer-facing platform, optimized for fixed-fee, direct-to-user resolution in under 30–60 days. Think TurboTax™ meets negotiation.
- **Resolve. Site and Justine-AI.com** are our B2B and institutional models, white-labeled for law firms, HR departments, courts, and insurance providers, turning conflict into a managed service.

TeDR enables any party—plaintiff or defendant, patient or provider, parent, or employer—to resolve disputes quickly, privately, and affordably, with or without the assistance of legal representation.

## Bottom Line

- **TeDR is not legal tech.** It is *dispute-tech*—a new market category.
- **Justine-AI is not a chatbot.** It is an adaptive decision engine that calculates resolution options based on emotional and financial logic.
- **Avoid-Court.com is not a website.** It is the next generation of self-service justice for consumers and SMBs—delivering what the legal system cannot.
- **Resolve. Site and our white-label strategy.** Allow TeDR to become the de facto conflict resolution layer across industries—from real estate to healthcare.

This is how conflict gets resolved in the 21st century—and it is where forward-thinking investors can get in early on a platform poised to disrupt a \$300B+ legal services market.



## Our Patent Pending technology platform, Justine-AI.com:

While we cannot disclose the full scope of our 20 unique patent claims in this public domain document, what we *can* share offers significant insight into the transformative potential of TeDR™ and our flagship AI engine, **Justine-AI.com**. These claims form the intellectual backbone of a platform designed not only to disrupt but to lead a new industry category: **intelligent, tech-enabled conflict resolution**.

Our patent claims are strategically engineered around high-value features that directly support commercial scalability, defensibility, and investor ROI.

## Highlights of Our Patent Claims & Their Commercial Relevance

- **Proprietary Intake Engine**  
Automated, intelligent onboarding system that dynamically adapts to dispute type, user profile, and conflict severity—reducing friction, improving data capture, and enabling faster resolution starts.
- **AI-Powered Conflict Game**  
A patented, gamified negotiation simulator that educates users and collects behavioral data to personalize the negotiation strategy. Think of it as Duolingo™ for dispute resolution—with embedded value analytics.
- **Secure, Encrypted Communication Ecosystem**  
Beyond messaging, our secure platform integrates real-time updates, document sharing, asynchronous proposals, and audit trails that comply with legal and regulatory standards.
- **Blockchain Integration**  
Smart contract compatibility and immutable documentation of agreements and negotiation activity ensure compliance, trust, and enforceability—especially valuable in regulated industries like healthcare and finance.
- **Reengineered Electronic Negotiation Protocol (ENP)**  
Unlike basic text-based negotiation tools, our model is guided, data-informed, and capable of presenting dynamic resolution pathways in real time, making it the most advanced Electronic Negotiation protocol on the market.
- **Live, Evolving Settlement Agreement Architecture**  
Unique to TeDR, settlement proposals are not static—they evolve dynamically based on party responses and AI-driven recommendations, capturing legal intent continuously rather than post-facto.
- **Emotionally Intelligent Mediation Layer (eDNA)**  
Integrated emotional analytics enable the system—and our trained facilitators—to defuse



emotional volatility before it derails resolution. This is where AI and EQ converge.

- **TeDR-Ready Mediation Clause Template**  
A simple yet powerful innovation: we provide pre-written, plain-language dispute clauses that embed TeDR into contracts at the outset, creating a pipeline of future users at the point of agreement, not conflict.
- **Breakthrough Impasse Mitigation Algorithm**  
Our platform identifies and responds to signs of negotiation breakdown with tailored interventions, combining AI suggestions with human facilitator escalation in real time.
- **Human Element (HE) Oversight Protocol**  
AI without oversight is a liability. Our approach is uniquely safeguarded: every AI-guided case is monitored by certified TeDR Case Managers, who are trained to maintain neutrality, ensure ethical use, and uphold quality assurance.

## Monetization & Market Fit

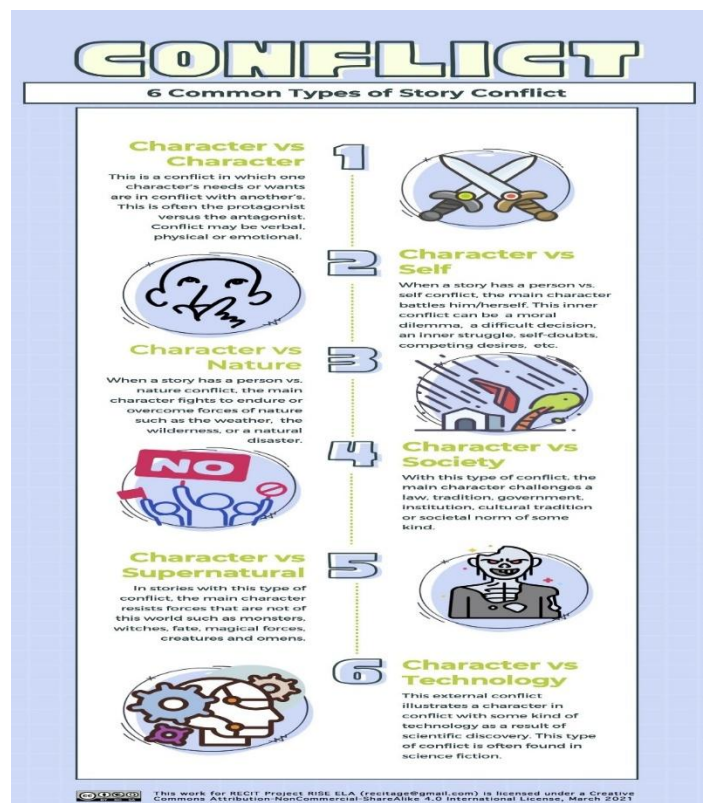
Our patented technologies are not theoretical; they are **engineered for monetization and scale**:

- **SaaS Model:** Direct-to-consumer platform (Avoid-Court.com) offering tiered pricing for dispute resolution services.
- **PaaS Model:** Enterprise deployment for legal firms, hospitals, HR departments, and public agencies.
- **White Label Licensing:** Firms can fully brand our Justine-AI engine as their own, integrating it seamlessly into their client services.
- **Add-On Modules:** API-accessible features, such as e.DNA, dynamic settlement builders, and blockchain logging offered à la carte.

## Conclusion Takeaway

These patent-pending components are not only protectable assets, but they are also **commercial accelerators**. Each one supports new revenue streams, ecosystem lock-in, and sector-specific expansion. With regulatory trends favoring digital access to justice and market forces driving demand for efficiency, our IP strategy positions TeDR as a **category-defining platform** in an underserved \$300B+ global legal services and conflict resolution market.

**In short, we are not just solving disputes. We are building a comprehensive process and legal/dispute resolution infrastructure to be leveraged by the legal industry, as initially intended. This infrastructure will provide consumers and businesses with an alternative for resolving all types of disputes before approaching an attorney or filing a lawsuit. We have a patent-pending foundation for our approach.**



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## Why is the Dispute Resolution Industry Ripe for Innovation?

For over 40 years, **Alternative Dispute Resolution (ADR)** has been offered in the U.S. as a pathway to faster, less adversarial conflict resolution. However, while ADR promised a “win-win” escape from courtroom litigation, it has instead become a bureaucratic extension of the court system, with some referring to mediation as a “good-ole-boy” network where friends are referred cases, rather than skilled neutrals. So, ADR processes, such as mediation, were absorbed, rebranded, and effectively neutralized by the very system they were meant to assist and/or serve as **an alternative to**.

Today, most ADR services are facilitated by attorneys or former judges, making the ADR process indistinguishable from how they conduct **litigation**. What was once marketed as an “alternative” is now simply more of the same. The Court now offers mandatory mediation, facilitated by those who are trained in collaborative and conflict resolution-focused approaches. Actual self-directed resolution—before lawyers, before filings—is still **nonexistent** for the average consumer.

### **Litigation Today: Overburdened, Adversarial, Expensive**

The average time from lawsuit to trial in the U.S. is **27 months**—even pre-trial settlements average **9 months or more for disputes under \$ 1 million**. Legal fees are unaffordable to **more than 60% of Americans** who may otherwise have valid claims. Litigation culture fosters a “win-at-all-costs” mentality, escalating hostility and costs while prolonging the resolution process.

Mediation, in theory, should be the answer. However, it is broken.

### **The Failure of ADR and the Myth of ODR**

Despite decades of being an established process, **ADR failed to build consumer demand. Why?**

- **ADR has never been considered consumer-friendly or, more importantly, never CONSUMER UNDERSTOOD, CONSUMER DESIRED, OR CONSUMER PREFERRED.** It remained locked in the paragraphs of contracts, shrouded in legal ease and gatekept by the court system.
- ODR (Online Dispute Resolution) has been misunderstood and misapplied; post-COVID-19 life has shown us that it has been reduced to just Zoom, rather than integrated, guided resolution platforms.
- Consumers do not know what ODR is. Moreover, when told, they often associate it with tech failure, unclear outcomes, or being forced into it by court order.

Even today, “Zoom” is mistakenly equated with ODR. However, **Zoom is not ODR—and it is undoubtedly not TeDR™.**

TeDR incorporates secure, multi-channel communications—text, email, scheduling, video, document sharing—but goes far beyond with AI-driven guidance, EQ-powered decision-making, and legally structured negotiation processes. Additionally, with partners like Stanley on board, the Human Condition is not overlooked or ignored when needed.

### **TeDR’s Proven Advantage**

The current system does not work. Consumers are left in the dark, inefficiencies burden attorneys, and courts are chronically backed up and overwhelmed.

By contrast, **TeDR resolves most disputes in under 30–60 days**, often before legal escalation.

Our approach is simple: **Give power back to the parties before the conflict becomes a case.** Consumers and businesses can engage with Avoid-Court.com at the earliest sign of disagreement, leveraging AI and emotionally intelligent facilitation to avoid the litigation track entirely.

Furthermore, when disputes escalate, TeDR provides a structured path to optional mediation or arbitration—on the user’s terms, not the courts.

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## Why the System Resists—and Why TeDR Is Built to Bypass It

The legal system's inertia is a real phenomenon. Courts are often overwhelmed and resistant to relinquishing control. Lawyers are skeptical of automation and alternative business models. However, three forces are converging to force change:

### Consumer Demand for Tech-Enabled Justice

Younger generations' tech-savvy consumers expect digital-first solutions in every part of their lives. They are not interested in hiring \$400/hour litigators to resolve billing, service, or employment disputes. We are being conditioned to expect and demand faster ways and tech-heavy solutions that save time and resources.

### The Failure of Traditional ADR to Create a Direct Market

Consumers often lack awareness of how to access mediation unless a judge instructs them to do so. The gatekeepers of ADR services have never considered the consumer's independent use of ADR. The ADR industry never marketed to consumers and thus failed to scale its operations. TeDR flips that starting with consumer access, not a court order.

### AI is Already Reshaping the Legal Landscape

Major legal-tech companies are developing tools for contract management, case prediction, and document automation. What is missing? A full-stack platform for **actual resolution**, not just risk management. TeDR fills that gap.

### What TeDR Offers Instead

**“Traditional Mediation” Done Right:** Our CRSC platform delivers mediation as it was meant to be—neutral, human-first, and without attorneys dominating the conversation.

### Pre-Litigation Conflict Resolution: Users Start Early.

TeDR acts as a gatekeeper to the legal system, filtering disputes and resolving them before they clog the courts.

**Next-Gen Technology, Human-Centered Design:** AI + EQ + facilitation. Not a chatbot. Not a Zoom room. An actual innovation engine.

### Supporting Data & Trends

Eighty percent or more of participants in a Florida court-mandated mediation survey reported **negative experiences**.

Most court-mediated cases (divorce, foreclosure, personal injury) suffer from **confusing processes, legal dominance, and low satisfaction**.

AI is already being used to **reduce court backlog by 15%** in federal pilots (2023).

TeDR's internal testing shows **resolution timelines under 30 days** and satisfaction exceeding **85%**.

### Bottom Line: The Market Is Broken—TeDR Fixes It

TeDR was not built to support the legal status quo. It was built to **replace what is not working**—to provide consumers, businesses, and courts with a more innovative, faster, and fairer way to resolve disputes.

**It is not just an innovation. It is a patent-pending process and infrastructure.**

Like Uber, Airbnb, or Stripe before it, **TeDR is the modern operating system for resolving human conflict**.

### Establishing a Mutually Beneficial Relationship within the Legal Community

In the effort to create, solidify, and evangelize processes, the ADR industry itself has, tragically, fallen into something of an adversarial relationship with the traditional legal system.

This has helped create significant confusion among individuals and businesses about the difference between an attorney-mediator and a non-lawyer mediator (or a dedicated, trained, and skilled neutral), how long the process takes, how much it costs, what the best cases are to use traditional mediation, and what happens during the process. By consistently blurring the differences between the two types of mediator practitioners, the space for mutually beneficial industry augmentation has been drastically reduced. For parties in dispute, mediators who are

also formally trained trial attorneys would appear to be a more obvious selection than mediators who do not have a strong legal background. However, attorney-mediators take a distinctly different approach to mediation, focusing on who has the stronger legal duty or rights as a determining factor in a settlement, jury instructions, outcomes, and trial avoidance. In contrast, non-attorneys or trained neutral mediators can have a broader focus, looking towards dispute and conflict resolution, relationship preservation, and creative problem-solving.

Attorney-mediators trained in adversarial litigation are challenged to overcome their biases, backgrounds, and experiences. They are not trained in ADR or conflict management/resolution. Their professional and educational training focuses on legal analysis, positional debate, challenges, and adversarial situations.

In 2016, the president of the American Bar Association (ABA) estimated that over 60% of people with legal standing to sue were financially barred from accessing the legal system. On the other hand, the much more accessible non-legal ADR community has limited means to promote its availability and advantages, helping society resolve conflicts.

Between 2013 and 2016, we enlisted the assistance of Conflict Resolution graduate students to survey 500 Florida residents who had participated in court-mandated mediation within the last three years. The results showed that more than 80% considered the experience to be negative and non-helpful.

Further analysis revealed three common types of court-referred or ordered mediation that the majority participated in: 1. Divorce, 2. Foreclosure 3. Personal Injury Law (related to an auto accident)

accepted as a positive change. Non-lawyer dispute resolution practitioners have encountered this phenomenon in the context of attempting to align a historically humanistic field with the obliteration of physical distance created by internet tools and systems. While multiple variables impact the speed and success rate of this transformation, the primary friction points exist in two areas: one, understanding and implementing innovative technologies, and two, finding ways to refine enhanced technology to attract a sufficient client base that will help the new processes grow. Lawyer Mediators have less of a problem acclimating their profession to the following Information & Communication Technologists (ICTs).

These challenges are irrelevant in this instance due to the universality of the internet and today's AI, which is now deeply ingrained in contemporary life. The mainstreaming of online systems for a virtual panorama of personal, business, and professional applications is now the norm, rather than the exception. However, online conflict resolution appears to be stuck in the mud, including the legal profession's use of ADR, despite attorneys having access to better and more extensive resources to learn and navigate the new **ICTs**.

Ironically, the COVID-19 Pandemic, which began in March 2020, has driven more interest and demand for ODR-related services and products than any other single event in the over 20-year history of ODR. The expectation and expansion will only continue to increase within the next decade and into the future years. We believe that TeDR-based products and services will start to be requested or demanded in advance of retaining an attorney to file a lawsuit.

## **1. Finding a Relevant Point of Collaboration between Technological Innovation in ADR and the Legal Profession.**

There is inevitable resistance that must be overcome before technological innovation in any industry is





We strongly advocate and recommend that Avoid-Court.com can be used to attempt to resolve any type of conflict in advance of litigation. Our TeDR methodology seeks to partner with tech-forward and young attorneys who are tech-savvy and open to a new way to serve their clients and a new revenue-building model, as opposed to the traditional contingency, retainer, or billable hours. Our approach even has attorneys engaged when consumers and businesses start to use Avoid-Court, and they can use attorneys we partner with for ADVISORY SERVICES on a reduced hourly basis to get legal advice related to their conflict so that they understand applicable and prevailing laws related to their disputes before proceeding to the settlement process of Avoid-Court.com.

In 2019, the legal community, nationally, has not only relied on the innovative values of technological infrastructures, but the US Supreme Court has also permitted congressional consent for states to

develop judicial binding rules in combining and protecting the right to due process.

The rush and immediate infrastructure spurred both federal and state courts to implement changes to the justice system seriously. The question is whether mistakes were made in finding balance, or whether every party was served with the same equality of in-person court appearances. The overwhelming district courts and public administration proxies consumed dockets with time restrictions, which may have or could have violated many litigants' rights to a fair trial or speedy demands. This is a problem. In contrast, many disputes could have been resolved through a non-court process by implementing an effective system that serves as a filter for the limited judicial resources. As is known, Zoom is now the de facto standard video conferencing platform in the legal industry. Their competitors, such as Webex, Apple's FaceTime, Skype, GoToMeeting, etc., are all just as capable of serving the masses.

The TeDR Methodology and the products of TeDR have become the innovation trailblazer in setting the stage to change the perception of utilizing our new form of Dispute Resolution by Consumers and Businesses, in advance of litigation.



It is known that younger consumers are significantly more accustomed to and proficient at navigating the tools of technology in all aspects of their lives. Today, you can easily go to the App Store of Apple or Google-Android (the two predominant cell/pad platforms) and immediately download an app to do anything.



However, we contend that the ADR community even lags in the slow-to-change legal profession in utilizing web marketing strategies to attract clients. Unless a judge orders it or consumers who hire attorneys demand a change in a product used, the legal community is slow to move. Thus, despite the massive need, there is zero demand for ADR. In addition, apart from online companies, consumers are not typically engaged in using ADR systems unless referred to or mandated by a judge or offered by large corporations. Although there are many excellent online ADR/ODR tools and platforms, the average consumer typically does not search for them or feel comfortable using them.

In the legal industry, most traditional ADR practitioners are not tech-savvy and lack a fraction of the resources required to meet today's built-in demand of the legal system. Their systems thus far have been too mechanistic and closely tied to government and/or big business. There has been some innovation, though not much, but even it has fallen into "the technological advancement trap."

Once processes are established in any industry, the points of friction created automatically shift from innovation to implementation and, in the best cases, refinement. The traditional ADR community has barely begun the second phase, which is simple implementation. It is woefully short of the necessary refinements that would free it from the confines of referral sources and make itself available and visible to the massive.

*"All monolithic industries will eventually have to embrace change. The U.S. legal system, like our education system, is outdated. The legal industry needs to adopt a new technology-centric and collaborative model to meet the evolving needs of clients. We strongly believe that TeDR is this new model. In today's technology-driven world, legal services should be designed to empower dispute parties through processes and system platforms that incorporate the best that technology has to offer. Traditionally, the court system has been a basic public service. The future requires the court and legal system to be more accessible to the citizenry, easy to use, and at a reduced cost to taxpayers. Lastly, the legal industry is not witnessing non-lawyer and non-law service provider businesses entering the dispute resolution and legal services-related marketplace.*

*We expect to witness a shift starting in 2026, as consumers and businesses try new services like Avoid-Court.com and our competitors. This will provide an opportunity to resolve all types*

*of conflicts simply, confidentially, and affordably in a fraction of the time typically spent in litigation. We are placing a heavy bet on consumers and businesses modifying their current mediation clauses to insert our CRSC suggested Dispute Resolution Clause. We strongly recommend using our next-generation Dispute Resolution Clause. Attorneys often write Standard Mediation Clauses in most contracts in this country, and consumers have no idea what the legalese means or how to begin. Please see our recommended clause below:*

*In the event of any dispute, claim, or controversy (collectively a "Dispute"), arising out of or relating to this Agreement, that is not resolved through direct negotiations between the parties within 10 days, the parties agree to use Avoid-Court.com, a third-party, independent, technology-enhanced dispute resolution platform. If the dispute is still unresolved within \_\_ days, the parties may then elect to proceed to traditional mediation. The parties will select a mediator from a roster of certified mediators who have the experience or training to provide mediation services, as offered by Avoid-Court.com, affiliated and trained mediators. Mediation shall be a condition precedent to any arbitration or litigation, except for disputes requiring injunctive relief.*

Uber disrupted Personal Transportation, Airbnb disputed lodging and it is long over-due that we have a disruption to the Dispute Resolution Industry and give consumers and business back an option to resolve disputes in advance of litigation or even had the case (dispute) lingers, keep case active but try Avoid-Court.com to see if you can get the conflict resolved and then have you attorney (who will not be happy) to file the settlement.

We are not against attorneys making money, and absolutely the court dockets need to be decreased; attorneys need to learn a new way to serve their clients. Here's a professional example: In the late 1990s, the US Congress passed the Sarbanes-Oxley Act (SOX) in 2002, which prohibited the Accounting Industry from providing consulting services to their Audit Clients. So, a few years later, the accounting industry introduced new products like IT Risk Services, and instead of calling it Consulting, they rebranded it Advisory Services. The Attorney and Legal Industry in this county needs to offer to consumers new services and economic options, maybe also to include "Advisory Services – around the legal aspects of a Dispute"

**-Cognitive Resolution Solutions, Founder & Chair, David Puckett (May 2025)**

Demand for its services is abundant. In other words, it needs to progress to its refined stage and develop ways to make the legal system aware of its complementarity, as well as increase public awareness of its existence and its significant benefits. There is a pressing societal need for the effective integration of process and technology in a manner that attracts clients and helps them understand how to utilize both.

Industries such as Dispute Resolution are often left struggling to maintain distinct identities in the frenetic forward momentum of hardware and software development.

These industries are, primarily, users rather than builders of technology. Attempts to bridge that gap can be painful and numbly slow. They each need one another to maximize their effectiveness to society and to learn how to develop their distinctive online presence.

**2. Developing Public Awareness of the Industry.** To date, most efforts to provide workable alternatives to adversarial dispute resolution have remained within academic development and organizational boundaries. Moreover, they have not been implemented effectively and practically. The key component of this stage is a primary level of foundation for the Dispute Resolution industry is a **CONSUMER DIRECT MODEL** and build individual and consumer direct modeling to build awareness these products and services can be using to resolve virtually and conflict without requiring hiring an attorney (or if needed consumers can request from their attorney to purchase 1 to 2 hours of their times to advise them on the legal aspects and potential settlement ramification related to protections under the law.

While there has been significant and dramatic perspective reconstruction within the Dispute Resolution community, there has been no effective collaboration with the relevant supporting industries to maximize public awareness and widespread societal implementation. The innovators have attempted to shoulder not only the burden of developing and refining these processes and systems, but also the marketing and the business elements of the market demand. It is hardly enough; the huge available mass market has yet to be fully tapped.



## HOW IS AI CHANGING DISPUTE RESOLUTION?

Even in 2014, in our original version of the TeDR Methodology, we discussed and envisioned future applications of AI in both the Dispute Resolution Industry as a whole and, of course, within our TeDR Methodology and our Dispute Resolution Platforms and Services. Of course, the last five years of technological advancements in AI have continued to evolve almost daily. It was the combination of AI capabilities improvements, EN, and a new generation of dispute resolution that led us to file for our first patent. We plan to file additional patents in 2025 or 2026. Throughout this document, we refer to AI. In this section, we outline industry trends for the use of AI in dispute resolution, both generally and specifically, how TeDR incorporates it.

Artificial Intelligence (AI) has become a transformative force across numerous domains, including law, mediation, and dispute resolution. Over the past decade, significant technological advancements have propelled AI from simple automation to sophisticated systems capable of complex analysis, learning, and decision-making. Simultaneously, the integration of Emotional

Intelligence (EQ) into Alternative Dispute Resolution (ADR) processes has gained recognition as a crucial factor in achieving effective and empathetic outcomes. The convergence of AI and EQ in ADR reflects a broader trend toward combining technological innovation with human-centered approaches to dispute management.

The application of AI in ADR is evolving rapidly, driven by developments in machine learning, natural language processing (NLP), and data analytics. AI-powered tools now assist mediators and legal professionals in analyzing case data, predicting outcomes, and identifying optimal settlement strategies. For example, predictive analytics enable the assessment of potential legal risks and the likelihood of success in various dispute scenarios, thereby informing parties' decision-making processes. Additionally, AI chatbots and virtual assistants facilitate preliminary negotiations, document drafting, and even preliminary case assessments, reducing costs and increasing access to justice.

Research by Susskind (2019) highlights that AI can enhance efficiency and transparency in dispute resolution by automating routine tasks. He states, \*"AI has the potential to democratize access to justice by making dispute resolution faster, cheaper, and more consistent."

Moreover, AI's ability to process vast amounts of data allows for more objective analyses, potentially reducing human biases. However, concerns about fairness, bias in algorithms, and the lack of human judgment continue to be central debates in this field.

Artificial Intelligence (AI) is transforming the legal system, extending beyond law firms to reshape judicial processes, law enforcement, and access to justice. Its current and anticipated impacts are profound, driven by advancements in data analysis, automation, and decision-support technologies.

In judicial systems, AI is streamlining case management and enhancing decision-making. Courts use AI-powered tools to analyze case backlogs,

predict case outcomes, and assist judges with legal research. For instance, predictive algorithms assess historical data to estimate case durations or sentencing trends, improving efficiency in overburdened courts.



In 2023, the U.S. federal courts reported a 15% reduction in case backlog where AI scheduling tools were piloted. However, concerns about bias in these algorithms persist, as historical data may perpetuate inequities if not carefully curated and analyzed. By 2030, AI is expected to automate routine judicial tasks, such as drafting procedural orders, freeing judges to focus on complex legal reasoning.

Law enforcement agencies leverage AI for predictive policing and evidence analysis. Tools like facial recognition and crime mapping software analyze patterns to allocate resources effectively. In our TeDR Methodology and pending Patented process, we rely heavily on AI, specifically voice analytics.



In 2024, predictive policing models were utilized in 60% of major U.S. cities, resulting in a 7-10% reduction in certain crime rates in targeted areas. Yet, these systems raise privacy and ethical concerns,

particularly when misidentifications disproportionately affect marginalized groups. Future advancements may integrate AI with real-time surveillance, potentially improving response times but necessitating stricter oversight to prevent abuse.

Access to justice is another area of transformation. AI-driven chatbots and virtual legal assistants provide free or low-cost legal guidance to underserved populations. Platforms like **DoNotPay** have resolved over 2 million legal disputes, such as traffic ticket appeals, by 2025, democratizing access to legal resources. By 2035, AI is projected to bridge the justice gap for 30% of low-income individuals globally through scalable, multilingual legal aid tools. However, these tools must ensure accuracy and avoid oversimplifying complex legal issues. Challenges accompany these advancements. AI systems risk amplifying biases, requiring transparent algorithms and regular audits. Ethical frameworks and regulations, such as the EU's AI Act, are emerging to govern AI use in legal contexts, emphasizing accountability. Additionally, over-reliance on AI could undermine human judgment, necessitating a balance between automation and oversight. In conclusion, AI is revolutionizing the legal system by enhancing efficiency, informing law enforcement, and expanding access to justice. Its future impact hinges on addressing ethical challenges and ensuring equitable implementation, thereby positioning AI as a powerful tool for a fairer and more accessible legal landscape.

## What is Emotional Intelligence (EQ), and how is it also affecting the Dispute Resolution Industry?

While AI excels in processing data and predicting outcomes, the human element in dispute resolution, particularly Emotional Intelligence (EQ), remains indispensable. EQ refers to the capacity to recognize, understand, and manage one's own emotions and those of others. In ADR, EQ plays a critical role in building trust, fostering empathy, and facilitating effective communication between parties.

Researchers and authors, such as Daniel Goleman

(1995), emphasize that EQ is fundamental to successful interpersonal interactions and conflict resolution. Goleman asserts, "Emotional Intelligence is the cornerstone of effective leadership and conflict management". In mediation, mediators with high EQ are better equipped to navigate emotional undercurrents, de-escalate tensions, and guide parties toward mutually acceptable solutions. Recent studies suggest that integrating EQ training into mediator education improves outcomes. For instance, a study by **Moore (2014)** found that mediators with heightened EQ skills were more successful in resolving disputes amicably because they could better interpret emotional cues and respond empathetically. This human capability remains challenging to replicate through AI, underscoring the importance of combining technological tools with emotionally attuned mediators.

The future of ADR likely involves a hybrid approach that leverages the strengths of both AI and EQ. AI can manage data-driven tasks, analyze patterns, and facilitate initial engagement, while human mediators provide emotional understanding and moral judgment. Researchers such as **Ashley (2017)** advocate for this synergy, suggesting that "AI can serve as an assistive tool, augmenting human mediators' ability to read emotional cues and respond with empathy."

Furthermore, emerging innovations aim to develop AI systems capable of recognizing emotional states through NLP and biometric data. While these systems are still in developmental stages, they promise to enhance the mediator's capacity to assess emotional dynamics objectively. Nonetheless, ethical considerations regarding privacy, bias, and the potential depersonalization of dispute resolution remain central to ongoing discussions.

The trends in AI and EQ within ADR reflect a dynamic landscape where technological innovation complements, rather than replaces, human empathy.

AI's capacity for data analysis and automation enhances efficiency and objectivity, while EQ remains



vital for understanding and managing emotional complexities inherent in disputes. Prominent researchers, such as Susskind, Goleman, and Ashley, underscore the importance of integrating these elements to create more effective, accessible, and humane dispute resolution processes. As AI continues to evolve, its most powerful applications in ADR will likely be those that harness the strengths of both technological precision and emotional insight, ultimately leading to more just and empathetic outcomes.

Since publishing the original TeDR Methodology, as we pointed out above, AI continues to evolve daily, and so does the EQ and its relationship to Conflict and Conflict Resolution. Today, one example of companies using EQ in customer support to defuse emotional aspects is Amazon Customer Support, like many customer support organizations, they ask you permission to record your conversations, but most consumers are not aware their voice is also monitored with voice analytics to measure the emotions in your voice and customer services computer prompts based on your emotions.

We have incorporated the utilization of EQ via utilization on one of the leading EQ Assessments and it enables our AI driven services to consider both parties emotional makeup and thus the system and hour Case Managers/Facilitators can customize the system responses and our how we interact with both parties based on the outcome of the EQ assessment on going emotions.

### **What are the effects of Emotions in Conflict and a potential settlement agreement?**

The idea that 90% of conflict is fueled by emotion is a common belief, often one that refuses to accept the “90-10 Rule.” While this rule does not have scientific backing as a precise percentage, it highlights that the deeper underlying emotions, rather than the surface-level issue, often drive conflict. These emotions can include anger, fear, frustration, and a sense of injustice; understanding them is crucial for resolving conflicts effectively.

**Here is a more detailed look at this concept:**



### **The 90-10 Rule:**

This rule suggests that only 10% of what is being argued about is the actual issue, while the remaining 90% is rooted in deep emotions and unmet needs.

### **Underlying Emotions:**

These emotions, like anger, fear, frustration, and feelings of being unheard or disrespected, can significantly escalate conflicts.

### **Importance of Emotional Intelligence**

Recognizing and managing emotion, as well as actively listening to understand the other person's perspective, is crucial for effective conflict resolution. Example: In a relationship, a minor disagreement about chores might be a manifestation of deeper insecurities or feelings of not being valued.

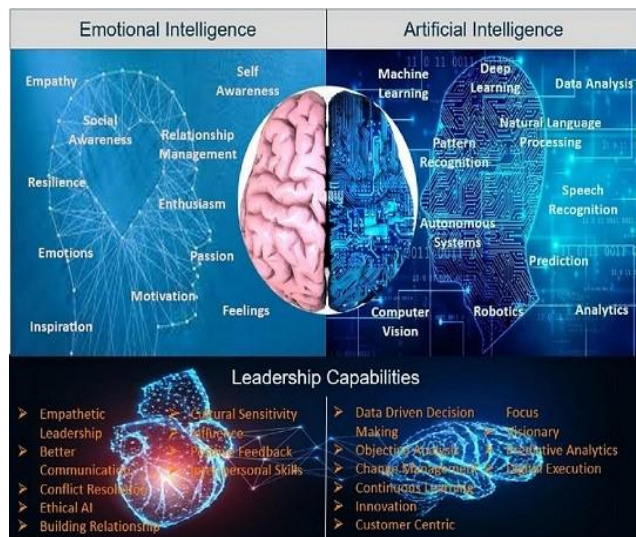
### **Focus on Resolution**

Addressing the underlying emotions, rather than just the surface-level disagreement, is key to reaching a constructive resolution.

AI and emotional intelligence (EQ) have a complex relationship with conflict resolution. While AI cannot directly resolve conflicts due to its lack of emotional understanding, it can be a valuable tool for supporting individuals and teams in developing EQ, which is crucial for effective conflict resolution. AI can assist in



recognizing and understanding emotions, improving communication, and even providing support for individuals facing emotional challenges that might contribute to conflicts.



## AI and the Development of EQ:

### Self-Awareness:

AI can help individuals understand their own emotional patterns and biases, leading to greater self-awareness.

### Empathy:

AI can analyze communication patterns and provide feedback on empathy, helping individuals develop their ability to understand and respond to the emotions of others.

### Conflict Resolution Skills:

AI-powered simulations and role-playing exercises can train people in empathy, negotiation, and conflict resolution.

### AI as a Support Tool:

### Emotional Support:

AI chatbots can offer support and guidance to individuals dealing with emotional challenges that may contribute to conflicts.

### Conflict Prediction:

AI-powered tools that monitor team sentiment can allow managers to recognize potential conflicts before they escalate, fostering a more inclusive and safer environment.

### Communication Assistance:

AI can analyze communication patterns and provide feedback on how to communicate more effectively and empathetically, reducing the likelihood of miscommunication and conflict.

### AI's Limitations in Conflict Resolution:

#### Lack of Emotional Understanding:

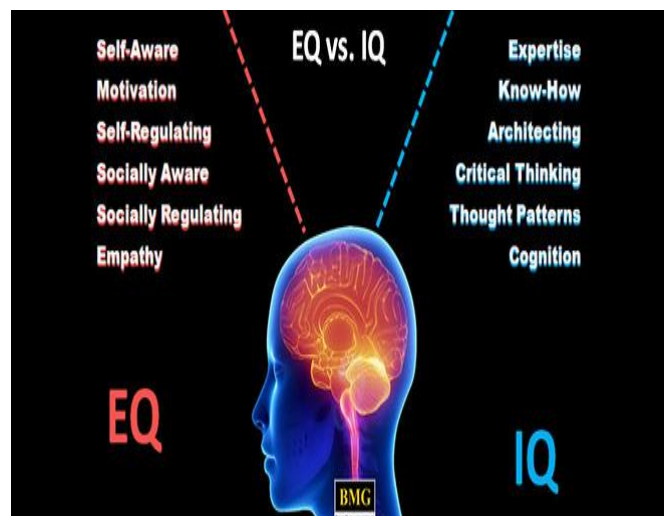
AI cannot fully grasp the complexities of human emotions or the nuances of interpersonal dynamics.

#### Not a Replacement for Human Mediation:

AI cannot mediate or negotiate with emotions; it is a tool to support human efforts in conflict resolution.

### Ethical Considerations:

Using AI for emotional support or conflict resolution raises ethical concerns about privacy, bias, and the potential for relying too heavily on AI over human interaction.



### EQ and Conflict Resolution:

#### Understanding Emotions:

EQ enables individuals to recognize and understand their own emotions and those of others, which is essential for navigating conflict effectively.

## Effective Communication:

EQ helps individuals communicate their needs and perspectives clearly and respectfully, avoiding misunderstandings and escalation of conflict.

## Empathy and Active Listening:

EQ fosters empathy, enabling individuals to understand others' viewpoints and perspectives, which in turn leads to more effective conflict resolution.

## Self-Regulation:

EQ helps individuals manage their own emotions, such as anger or frustration, during conflict situations, promoting calm and constructive communication.

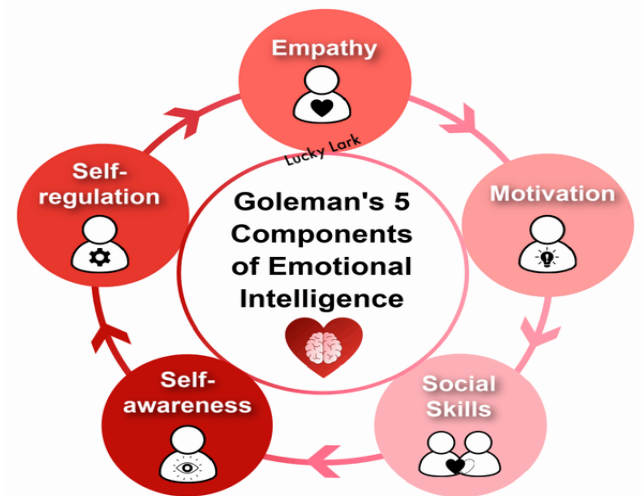
## Social Skills:

EQ involves strong social skills, which are essential for building rapport, resolving disagreements, and fostering positive relationships.

If you desire more knowledge and understanding of both our TeDR and especially Justine-AI.com, which uniquely utilizes the latest in AI & EQ, we can offer a Non-Disclosure Agreement (NDA) and we can brief you further on it, including our Patent.

Emotional Intelligence (EQ) is the ability to recognize, understand, and manage one's own emotions while empathizing with others' feelings. In conflict resolution, EQ serves as a critical tool for navigating disputes, fostering collaboration, and achieving mutually beneficial outcomes. By leveraging self-awareness, self-regulation, empathy, and social skills, individuals can de-escalate tensions and build constructive dialogue.

Self-awareness and self-regulation are foundational to EQ in conflict resolution. Recognizing personal emotional triggers allows individuals to remain calm under pressure.



As **Daniel Goleman**, a pioneer in EQ research, states, "If you can manage your emotions, you are more likely to stay focused on the problem rather than the person" (Goleman, 1995). By regulating emotional responses, parties in a conflict can avoid reactive behaviors that escalate disputes, instead approaching the situation with clarity and composure.

Empathy, another core component of EQ, enables individuals to understand the perspectives and emotions of others. This fosters trust and opens pathways to resolution. **Satya Nadella**, CEO of Microsoft, emphasizes the role of empathy, noting, "Empathy makes you a better innovator and a better leader because you understand the needs of others" (Nadella, 2017). In conflicts, empathizing with opposing viewpoints helps identify common ground, transforming adversarial exchanges into collaborative problem-solving.

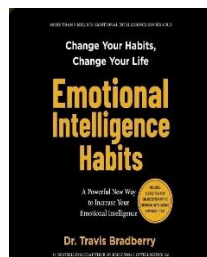
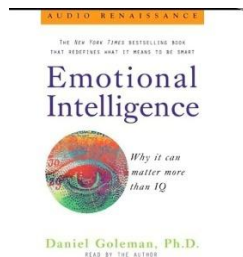
Social skills, including effective communication and relationship management, are equally vital. EQ-equipped individuals can articulate their needs clearly while actively listening to others, reducing misunderstandings. **Sheryl Sandberg**, former COO of Meta, highlights this, saying, "Leadership is about making others better as a result of your presence" (Sandberg, 2013). Skilled communicators use EQ to guide discussions toward resolution, ensuring all parties feel valued and heard.

In practice, EQ in conflict resolution involves active listening, reframing negative emotions, and seeking

win-win solutions. For example, during a workplace disagreement, an EQ competent leader might acknowledge team members' feelings, clarify misunderstandings, and propose solutions that address everyone's concerns. This approach not only resolves conflict but also strengthens relationships.

In conclusion, emotional intelligence is a powerful tool for resolving conflicts by promoting self-control, empathy, and effective communication. As industry leaders like Goleman, Nadella, and Sandberg illustrate, EQ transforms disputes into opportunities for growth and collaboration, making it indispensable in today's interconnected world.

*These two books below heavily shaped how we utilize EQ in our TeDR Methodology:*



#### Industry Quotes on Electronic Negotiation (EN):

"E-negotiation can offer several advantages for purchasing managers, such as enhanced efficiency and convenience, improved transparency and accountability, and increased competitiveness and innovation. It can streamline the negotiation process, eliminate travel costs, and allow for faster and easier communication and information exchange."

**Marijn Overvest, Founder of Procurement Tactics**

"We are all somebody's prospect; we are all somebody's customer. E-negotiation platforms enable seamless communication and foster trust, making it easier to build lasting business relationships while optimizing outcomes in real-time."

**Chris Murray, Author and Sales Expert**

"Negotiation is not just about cost—it is about value! E-negotiation allows us to leverage data and employee feedback to drive meaningful benefits that enhance retention and productivity, creating a transparent and efficient process for all parties involved."

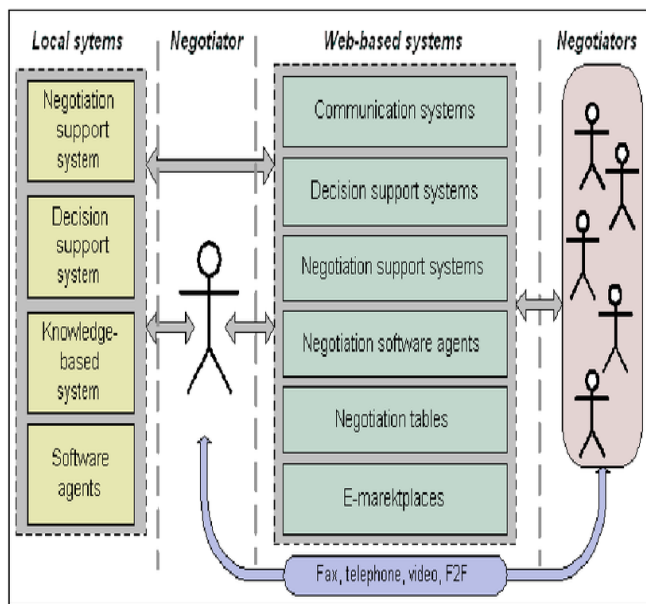
**Anonymous Forbes Human Resources Council Member**

## What is Electronic Negotiation (EN)?

David and Stanley, members of the management team, both earned their master's degrees in Conflict Analysis & Resolution from Nova Southeastern University, a program housed within the Department of Psychology in the School of Humanities and Social Sciences. Additionally, David earned a second master's in psychology. From the founding, we have focused heavily on the psychology of conflict, and, as outlined above, we are the first dispute resolution services and technology firms to incorporate and embed the utilization of EQ in conflict. Additionally, as graduates in Conflict Analysis and Resolution, we have debated the procedural and process differences between the conflict resolution disciplines of Facilitation, Mediation, Arbitration, and Negotiation. We want to acknowledge and pay our respects to our competitor, **SmartSettle** (based in Canada), and its founder and CEO, Dr. Ernest Thiessen. He and his company were one of the first, if not the first, to leverage eNegotiation.

From the beginning, we also researched traditional negotiation versus electronic negotiation (eNegotiation). We became disciples of the value of electronic negotiation (EN). We believe our process methodology and Patent Pending process methodology represent a unique approach to using EN, leveraging both the best practices of AI and EQ in our version of eNegotiation.

Electronic negotiation (e-negotiation), facilitated by digital platforms and artificial intelligence (AI), is reshaping how agreements are reached across industries. By leveraging technology to streamline communication, analyze data, and automate processes, e-negotiation is transforming dispute resolution, contract formation, and business transactions, with significant implications for efficiency, accessibility, and fairness.



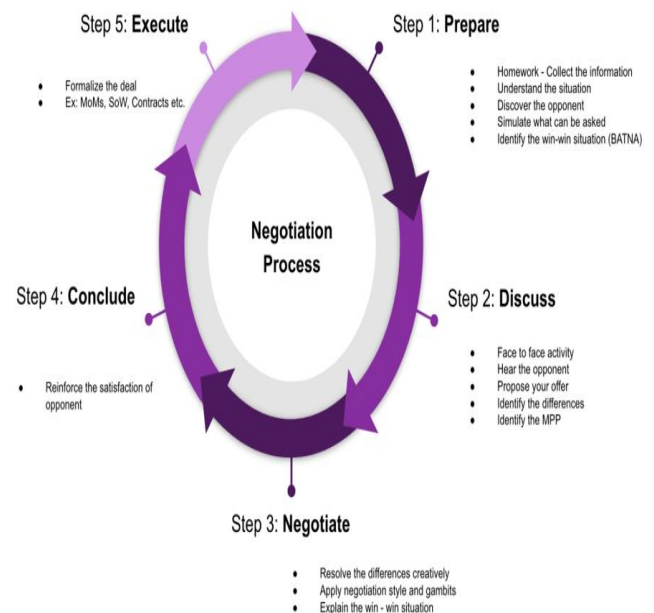
In 2024, over 70% of online marketplaces, including eBay and Amazon, integrated eNegotiation tools to resolve buyer-seller disputes, resulting in a 60% reduction in resolution times compared to traditional methods. These platforms utilize algorithms to propose solutions based on past agreements and user preferences, resulting in faster and more cost-effective outcomes. AI-driven chatbots also guide parties through negotiations, offering real-time suggestions and drafting contracts. In international trade, e-negotiation systems support multilingual communication, breaking language barriers and reducing reliance on intermediaries.

The future of e-negotiation promises broader adoption and deeper integration of advanced technologies. By 2030, AI is expected to enhance predictive capabilities, analyzing vast datasets to forecast negotiation outcomes with 85% accuracy, enabling parties to strategize effectively. Blockchain technology will likely secure e-negotiation agreements, ensuring tamper-proof contracts and increasing trust in cross-border deals. Virtual reality (VR) can create immersive negotiation environments, simulate online purchasing disputes as if they were face-to-face interactions, and enhance rapport in remote settings. Industries like real estate and labor relations are projected to adopt e-negotiation tools, with 40% of commercial leases expected to be negotiated electronically by 2035.

E-negotiation also democratizes access to dispute resolution. Low-cost platforms empower small businesses and individuals to negotiate effectively without the need for expensive legal representation.

However, challenges remain. Over-reliance on algorithms risks oversimplifying complex negotiations, and AI biases could skew outcomes if not addressed. Privacy concerns arise from data collection, necessitating robust cybersecurity and transparent data practices. Cultural differences in negotiation styles may also limit the effectiveness of AI without adaptive frameworks. Regulatory efforts, such as the EU's Digital Services Act, aim to ensure fairness and accountability on e-commerce platforms.

As we designed our eNegotiation capabilities into our TeDR methodology, we researched the best practices of the traditional in-person negotiation discipline. One of our strongest influences was Retired FBI Negotiator, author, and speaker Chris Voss. We incorporated processes from all leading thought leaders in the field of negotiation into our patent.

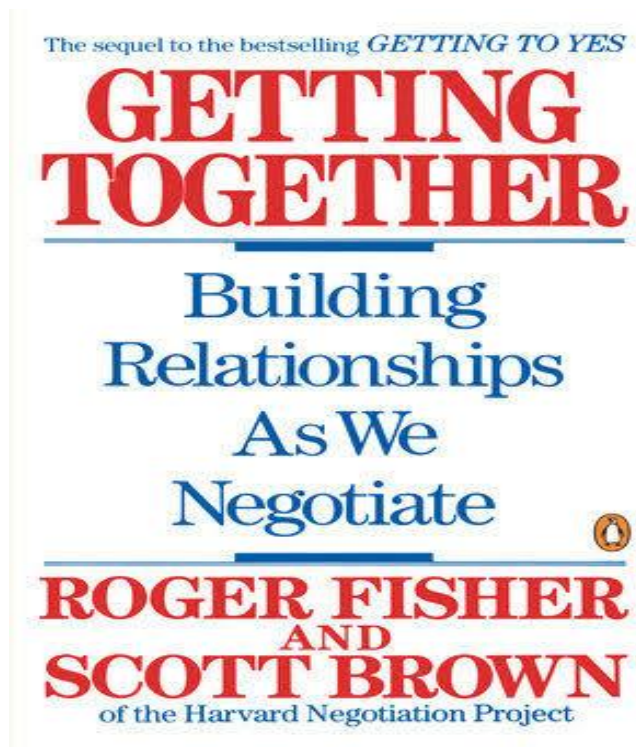


Our research, conducted in advance of publishing our first version of the TeDR methodology, begins with one of the most popular negotiation books ever written,



"Getting to Yes" by Roger Fisher and William Ury. In the book, there is a famous story about two teenagers arguing over a single orange; both teenagers want the entire orange. The story reveals that the boy wanted to eat the entire fruit and did not want to share the orange with the girl. The girl had read a recipe for an orange-flavored cake, which required the zest from the peel of an entire orange. As the story goes, most negotiations or settlement approaches would consider the only equitable solution to this argument to be cutting the orange in half, giving both teenagers an equal half of the orange. This is the standard approach to settlement: find a 50/50 or equal split of what the disputing parties desire. In the Ury/Fisher story, it discloses what the two teenagers want, and it is clear that instead of settling for 50% of half of the orange, both teenagers can get 100% of what they want from the one single orange.

This is the core foundational basis of our e-negotiation approach. We have incorporated the best practices of traditional face-to-face mediation and incorporated them into an AI-driven process with the goal of getting the parties in conflict to settle more than they would have likely settled for.



Let us share some humor related to the names and brands we have used over the last 12 years. When we started our business, we wanted the URL

"Resolve.com," but it was not available. We initially selected the Rezoud Corporation, which is a French-Creole word meaning "resolve." Our initial products were branded as Settle-Now, ResolvNow, and ZipSettle. We decided, and the recommendation of branding folks, and a retired State Court Judge Advisor, and she recommended nobody likes to "SETTLE"; this became more than a branding exercise, it became a pivot for our methodology.

*The following facts might surprise most consumers: while negotiation is a vital and expected skill for lawyers, it is not typically a required course or focus skill for most US Law Schools. The core curriculum of most law schools includes courses such as Procedure, Contracts, Criminal Law, Property Law, and Torts. Most US Law Schools only offer negotiation process courses as electives or clinics. Lawyers, after graduation, may attempt to improve their negotiation skills through experience or private classes, but it is a fact that most attorneys are not considered professional negotiators.*

*In our opinion, this is one of the most significant issues with using litigation to resolve disputes. TeDR and our Patent were designed to provide disputing parties with a unique AI-driven eNegotiation experience that leverages the best practices of professional negotiation available to our clients. This enables them to resolve their disputes, mitigate emotions, and have their disputes negotiated by our AI-driven, unique eNegotiation process, which is not currently available in the market.*

The term 'Win-Win' is overused and not the objective of a negotiation. Our methodology, processes, and AI take all parties into account to ensure a more straightforward resolution process, mitigate emotions, and result in an outcome that all parties consider better than they would have settled for.

For additional details on our CRSC using our patent-pending unique approach negotiation process, "enhanced" by AI, and how we present diverse options as suggested settlements, unlike anything ever witnessed in the Dispute Resolution Industry.

In conclusion, e-negotiation is poised to revolutionize agreement-making by significantly enhancing speed, accessibility, and scalability. Its future looks promising as it integrates emerging technologies and addresses ethical challenges, positioning it as a cornerstone of



global commerce and conflict resolution. Our research indicates a promising trend, with a 25% increase in eNegotiation in the US since 2020. We anticipate eNegotiation to become the standard approach for dispute resolution, particularly in the delivery of online dispute resolution services, ushering in a new era of efficiency and accessibility.

We spent over four years in R&D developing our patent. In the process, we read every leading book on traditional Negotiation to find consensus on the “best practices of conventional face-to-face negotiations and we designed our process methodology, empowered by AI, to develop our unique approach to Negotiation. These are just a few of the books that influenced the development of our eNegotiation processes:



## Why has ODR technology not become widely used?

The term Online Dispute Resolution (ODR) was introduced in books written over two decades ago. Many companies have come and gone, and some are now attempting to re-enter the business. Early iterations of AI, at least conceptually, have been embedded in attempts by our competitors to gain mass acceptance and use of their technologies, and all have failed. Why?

We believe there are several reasons why Online Dispute Resolution (ODR) has not gained widespread acceptance as a complement or extension to

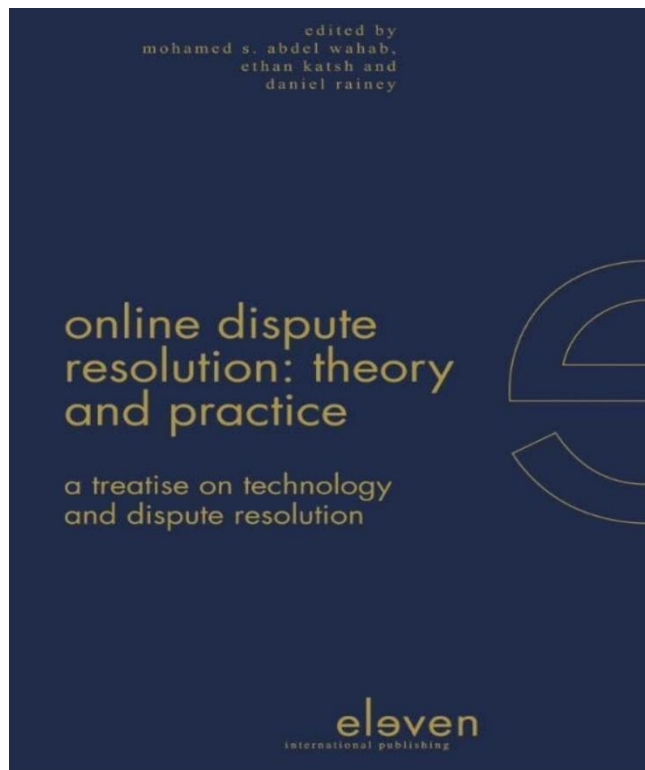
traditional court services. Our competitors have conducted several pilot or Proof of Concept (POC) projects within the last 5 to 7 years. Why did various attempts to deploy it in several States and Jurisdictions fail?

### One significant barrier to Mediation, ODR, or TeDR Acceptance is:

What is commonly referred to as the 90/10 Rule (Similar to the Real Estate Industry, where 90% of the closed Real Estate transactions are closed by 10% of the Realtors). Using Florida as an example, according to FloridaCourts.gov, as of 2024, there are 5,674 Certified Florida Supreme Court mediators with various specializations, including county, family, circuit, dependency, and appellate mediation. However, it is estimated that less than 10% of the Certified Mediators are used to resolve 90% of the cases. Most law firms have mediators they prefer, and when the court orders mediation, they primarily leverage their preferred mediators.

The TeDR approach is quite different, so we plan to train our Case Manager/Facilitator in a unique, customized program that highlights the best practices of Dispute Resolution, TeDR, and our specific processes. This way, EN, AI, and EQ are balanced with Human Elements. The media and even the legal industry try to create fear of AI, not humans! In TeDR, we depend heavily on humans. Our model mimics using subcontractors, like Uber Drivers, whom we train. Our Case Managers/Facilitators can log into the platform to accept cases, similar to how Uber drivers accept rides through the Uber app. They must complete and pass our training course, guiding dispute parties from Intake to settlement.

## One of the first books introducing Online Dispute Resolution:



This question could only be answered fully by writing pages and pages to attempt to address and explain the reasoning. To begin with, it starts with a lack of consumer awareness of mediation itself, and the reluctance to ask for Online Dispute Resolution. The ADR industry has failed to build a brand itself to consumers, and the same is true for the ODR industry, disputing parties in conflicts (Divorce is a common conflict that, unfortunately, more than 50% of the adults who marry end up in a Divorce). So, why, after 3 to 4 decades that ADR (Mediation) has been commercially available to consumers and businesses, are not more people lining up to try mediation in advance of litigation?

We believe one of the primary reasons is the lack or failure to build a brand or awareness of the power and value of the services (Mediation has itself). Why, after four decades, are consumers and businesses not asking to try mediation in advance of hiring attorneys or going to litigation? Of course, the economic model of the legal services industry, mostly (Retainers, Contingency, or Hourly Billable rates), is the standard way attorneys offer and charge for their services.

Additionally, Mediation also uses an hourly fee model to charge.

According to [LegalDive.com](http://LegalDive.com), "the average hourly billable rate for attorneys in the United States varies widely based on experience, location, and practice area. However, a general estimate is around \$300 - \$800 per hour. Additionally, according to [www.Lawful.com](http://www.Lawful.com), "the cost of a mediator in the United States is an average of \$100 - \$500 per hour. It is not the role of our company or this TeDR Methodology document to question or attempt to justify any professional changes for their services. However, we believe that the hourly rate is one of the key factors contributing to the lack of demand for mediation, either directly or in advance of litigation, in this county.

We often compare Avoid-Court.com and our attempts and challenges of going directly to consumers, such as the market acceptance challenges of Uber compared to hiring a taxi or limousine service that charges by the mile. In the days, you got into a cab, you did not know what it was going to cost you to go from Point A to Point B, not too long ago, cabs did not take credits cards (so you had to get cash and estimated what you thoughts it might cost) and even the cabs drivers to might accept credit cards, you did not feel comfortable handing the credit card across the seat, they could snap a photo or shave it. Additionally, you had to trust that the cab driver, paid by the mile, was taking the most cost-saving route or was not taking you for a ride to increase their fees. Is this not like how much a lawyer is going to charge you when you retain them? Even if you sign a retainer representation agreement, you know their hourly rate, but you have NO IDEA how many hours it is going to take them to resolve your dispute. Additionally, it raises the question of whether your attorney is genuinely trying to settle your dispute most efficiently and cost-effectively.

Thus far, we have presented the issues of a lack of technology standards, inadequate consumer awareness and brand recognition, the absence of fixed prices for services, and the use of hourly rates.

In the US, you do see fixed rates for legal services. According to **Tradingeconomics.com**, “the average hourly wage rate in the United States for the year 2025 is projected to be around \$31.18”. Additionally, according to the U.S. Bureau of Labor Statistics, the average hourly earnings for all private industries in May 2025 were \$36.24. So, this means the average worker in the US needs to work 3-5 hours for each hour of hiring a mediator or 9-15 hours for each hour of attorney time.

There is so much confusion by consumers Next according to **Legal Services Corporation (LSC)** ([www.lsg.gov](http://www.lsg.gov)) “more than half of Americans (56%) mistakenly believe that are entitled to free legal representation if they cannot afford a lawyer for civil matters, and 18% are unsure, according to a new survey” Next, a Harris Poll conducted on behalf of the LSC among more than 2000 American adults, “showed that many who experienced a civil legal matter within the past three years (59%) did not seek out legal help from an attorney” this includes the following:

- 63% of Americans who were contacted by creditors or collection agencies
- 56% of Americans who were fired from a job
- 52% of Americans who experienced a natural disaster
- 82% of older Americans (ages 55+) were victims of a scam or identity theft

Various sources and statistics indicate that at least 60% to as much as 80% of Americans cannot afford an attorney or understand how to navigate the US legal system. This is the primary reason we wrote this TeDR Methodology document and built our flagship Dispute Resolution service, Avoid-Court.com. We offer low-cost, fixed-cost, and satisfaction-based dispute resolution services. We aim to demystify dispute resolution services and their associated costs and affordability. We offer consumers a 1, 2, or 3-step process to resolve their disputes of all types:

**Avoid-Court.com** was built using the TeDR Methodology and is designed to resolve all dispute types in 30 days or less and no more than 60 days.

Suppose Avoid-Court.com does not resolve the dispute within at least 60 days. In that case, we also offer what we refer to as Traditional Mediation Services (TMS), which we jokingly refer to as “Old-School Mediation.” This is ADR before the legal profession hijacked it. Our new breed of mediation services is delivered using the TeDR Methodology and technology-enhanced mediation. We do not allow you to bring your attorneys to the mediation. Our mediation services are delivered using technology and complemented by a true neutral mediator, with no attorneys present. We advocate that the attorneys in the mediation process hinder the Neutral from doing their work with the disputing parties.

Lastly, if Avoid-Court and TMS do not resolve your conflict, you have the right to use the courts and attorneys under state and federal law. We also have vetted and certified attorney partners who understand our services, with whom we can refer you. We request of our partner attorneys two things: 1. They are available at a cost effective hour rate to give you legal advice that we call Legal Advisory Services (LAS) initially so you understand the legal rights and pertaining laws related to your dispute that can be purchased even before or during using Avoid-Court or TMS. Again, suppose our services fail to result in a resolution or settlement. In that case, the attorneys can take over your case and guide you through filing a lawsuit, navigating the legal process, and hopefully resolving your dispute or proceeding to trial. We request that our attorney partners offer a fixed-fee approach at two price points: 1. The estimated cost to settle in the litigation process, and 2. Time and Cost for a trial.

## Do we still need to build Courthouses?

As citizens, we see the courthouse as a public service, with low fees for consumers with conflicts. In most States and jurisdictions, the filing fees for court services for various case types are considered affordable. However, according to the **Brennan Center for Justice** (2025), “Court Filing Fees contribute a portion of the court’s revenue, but they often represent a small fraction compared to the overall operational cost, including salaries,

infrastructure, and other services” for providing court services.

In 2010, a major controversy arose in the State of Florida regarding a scandal surrounding the construction of the First District Court of Appeal (1<sup>st</sup> DCA) courthouse in Tallahassee. There was an excessive cost, far exceeding the original estimates; in the end, it was almost \$50 (more today). The courthouse included lavish features, such as African mahogany, granite countertops, spacious offices for Judges, and large-screen televisions in each judicial chamber. We mention this because this was one courthouse in one of 20 total jurisdictions, and this was purely a Court of Appeals. In today’s world, the internet has become a standard in all professional services, significantly reducing the costs of services; yet, the Legal Industry is still building courthouses. Do we need courthouses? The bigger question is not only whether we still need courthouses, but can the States afford the costs, when the fees only cover a fraction of the cost?

Lastly, the other reason that these pilots and proof-of-concept projects mostly failed was not the technology or methodology, but rather integration barriers and costs. Here is a good example: the State of Florida (and other States) faced tremendous obstacles in processing unemployment checks due to the massive increase in volume of unemployment claims resulting from COVID-19. The unemployment system in 2020 was based on legacy technologies. To modify the software to scale and manage the increased volume of claims, the State of Florida had to hire technology contractors and programmers familiar with the legacy software, who were recruited from retirement. This is also the case for the courts, where the various and disparate court systems and the integration with new web-based Online Dispute Resolution systems and platforms have presented a significant cost and process obstacle, not to mention the integration into multiple existing court systems designed to handle, charge, and process disputes from filing to settlement. Thus, again, our TeDR methodology is crucial because we are advocating for technology services in this new context. The bigger challenge is whether there is a requirement to integrate these disparate systems, and whether the

Online Dispute platforms offered by our competitors and our Avoid-Court.com can run independently of the court systems. Our answer is yes, and TeDR can provide the framework and justification for utilizing our technology, as well as that of our competitors.

In today’s economy, it is essential to leverage, and today, 99% of court orders require it as an option. Second, there are no objective technological standards for ODR in existence. All our competitors are approaching the legal marketplace and courts with different products, technological processes, and economic models, which is delaying widespread adoption and use by courts or consumer desires.

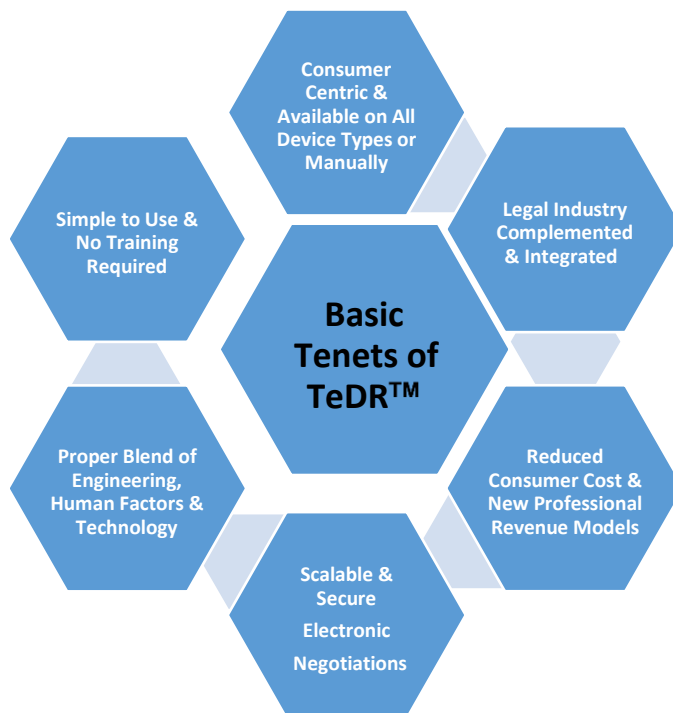
***In 2006, the controversial “TAJ MAHAL” courthouse was built at a cost of over \$50M. The amenities included sumptuous chamber suites for every judge, featuring 60-inch LCD Flat Televisions, Brazilian Mahogany, and granite countertops. It raised many questions at the time, and today our question is, why do we even need them?***





## How is TeDR Different than ADR and ODR?

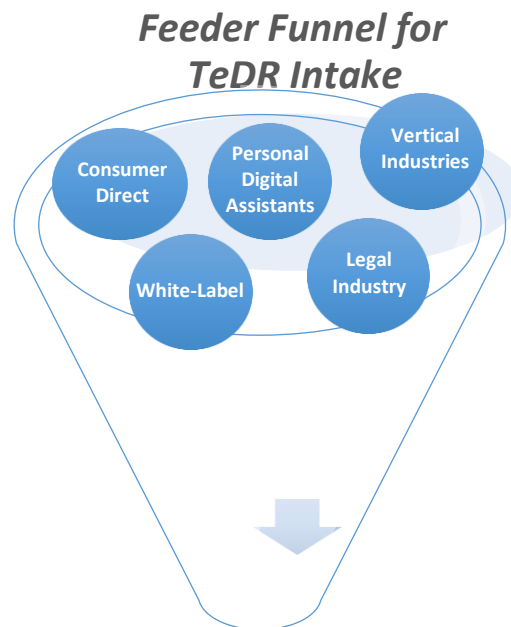
TeDR is much more than ADR as it has been traditionally defined. The processes and algorithms



are based on electronic negotiation, the traditional process of facilitation, and the potential inclusion of assessing and confidentiality by analyzing the disputants' Emotional Intelligence (with their consent). **It reinvents the whole field of dispute resolution like never seen or experienced before.** It is DISRUPTIVE of both ODR and the Legal processes today. The prefix 'Alternative' in the ADR acronym has, for many years, been a proverbial line in the sand between the legal industry and the traditional practice of mediation. Unlike many ADR providers, CRSC and its executive management recognize the necessity and benefits of working in direct partnership with the legal industry, and TeDR is neither a competitor nor an alternative to the legal profession. TeDR supplements and/or incorporates but does not substitute for legal practices. Legal counsel, paralegal review, and other attorney services will be readily available to their clients, as well as arbitration, mediation, and facilitation. Even when clients can resolve their disputes using TeDR, many clients will opt to have their agreements reviewed by legal professionals before finalizing

them. In many cases, lawyers will be a necessity, thus adding to their business.

As we researched and considered the design and future of the TeDR methodology, a core tenet



was to design the processes so that the traditional legal system would recognize this as a new, customer-centric service and an extension of their core services. We believe that this methodology can be implemented with consumer services on a technology platform that could be leveraged as an outsourced professional service for many law firms, individual attorneys, and/or attorney mediators.

**This will help these lawyers reduce costs and increase reach by attracting new clients.**

There is much more to attracting new clients than each law firm's marketing strategy for public recognition. The products CRSC has already introduced to the marketplace, including but not limited to Avoid-Court and our White-Label program, can help professionals in the legal industry by reducing stress, as they include start-of-threat case management and process management tool sets. Thus, this allows legal professionals to serve the clients more efficiently and allowed them to serve them differently than litigation to result in mediation, they can offer consulting and advisory and avoid



litigation and go straight to Electronic Negotiation or Online Mediation or Arbitration and greater value to firms that have not fully integrated technology into their practice.

## TeDR should not be confused with Online.

### Dispute Resolution (ODR)

Avoid-Court and future OEM White-Label brands will be front-ends and funnels/feeds to our Patent-Pending Justine-AI.com, which is actively distancing its services from the term ODR, which carries a loaded perception or a negative stereotype. Additionally, ODR underestimates the enhancing advantages of TeDR, and it should not be viewed solely as a video conferencing platform. Nothing could be further from the truth!

In contrast to this notion, the TeDR methodology provides consumers with processes that include technology enhancements, offering multiple face-to-face, hybrid, and online options for engagement with qualified professional service providers, including lawyers. TeDR and any technology-enhanced process must provide more to consumers than just Zoom or video conferencing capabilities with professionals.

There is no bigger advocate for blending technology with dispute resolution processes than our family or products. However, proper blending of the human elements of the critical piece is what other ODR providers have often missed. Our multiple-platform engines were developed from design to production using the TeDR methodology and adopting some of the best practices in ODR and ADR. TeDR surpasses the limitations of both by providing clients with access to multi-level dispute resolution processes at any given time.

Our platforms were built to leverage the TeDR methodology, incorporating best practices from the ODR and ADR industries, with a special focus on electronic negotiation and utilizing facilitation and customer service in the initial stages of conflict resolution. TeDR seeks to advance the adoption of dispute resolution processes in direct partnerships with the legal industry, without the negative connotations associated with fully online ODR

processes. Through the adoption and adaptation of industry-specific business processes and consumer branding expertise, TeDR offers any client much more than either ODR or ADR alone.

“Facilitated negotiation uses a *neutral*, objective person in negotiation sessions to help the parties reach an agreement more quickly. This *neutral* has the goal of advancing discussions by ensuring that the parties understand each other’s positions and extracting settlement strategies.”

Gary S. Berman  
Dispute Resolution Journal

## Key Elements of the TeDR Process

The foundation of TeDR methodology was designed with four key elements in mind. By focusing on efficiency, privacy, security, scalability, and experience, our engines and platforms are built and configured using an advanced and unique process that provides enormous value for any client facing a range of disputes.

By identifying and building partnerships among courts, members of the private bar, providers of legal services, local businesses, and other stakeholders who are engaged or interested in expanding access to civil justice, we will have an endless spectrum of vertical markets.

### **FUNNELS = INTAKE PROCESSES AND SOURCES**

Over the last 12 years, numerous individuals have contributed, including academics, graduate students, attorneys, dispute resolution professionals, mediators from around the world, and even competitors.

Dr. Ted Becker, our Of-Counsel and the professor who taught our founder in Mediation and ADR in the late 1980s at the University of Hawaii. Dr. Becker, from the beginning, drilled into us and is a significant part of our TeDR methodology and our Patent application. He stressed over and over that the key to gaining customer use is INTAKE. Additionally, for a model of a law firm who used INTAKE better than any other law firm in the United States is Morgan and Morgan, they

are in fact the largest law firm in the United States and over the last nearly 3-decades they have differentiated themselves and have a 2<sup>nd</sup> to none, INTAKE process for litigation.

Before we introduce and explain, the concept we call FUNNELING, we would like to give credit to a very early contributor to our company, **Dr. Nora Femenia**, Ph.D., from Florida International University, she was the first person to mention the word funnel, to our founder, David Puckett 12-years ago, and the funny story, she has a heavy Latino accent to our English (she is from Argentina) and the way she said funnel, David has to ask her several times and have her draw it, this is was clear, funnel relate to how we intake cases and specifically where the source or referral of the disputes. We remain eternally grateful to Dr. Femenia for her contributions.

Every industry of professional client services is secured through the process of feeder “funneling. Funneling is not only a profit but also a successor to the service industry. Thus, the sales industry and customer relations methodology only gain profitability and effective efficiency through the focus on collective funneling. Therefore, TeDR’s concept is to partner with public and private organizations, as well as government agencies, to provide rightful access to not only low- and middle-class litigants but also to organizations with a greater stake in relying on a seamless system to defuse, dissolve, or resolve disputes before they escalate.

In conclusion, this methodology allows mega-litigation firms to circumvent the simplicity of disputes in TeDR’s marketplace of service products.

### **Efficiency**

The TeDR methods of resolving conflict offer clients a higher degree of efficiency by streamlining the resolution process and presenting multiple options directly to the end user. Every step of the TeDR process provides clients with a choice of user-friendly face-to-face (F2F), hybrid, and/or online processes that utilize the skills of professional service providers.

Cost-effective dispute resolution and professional service options are defined as clients never paying for time, services, or software that are not directly related to their goal of reaching a mutual agreement.

Often, Geographical barriers block access to dispute resolution processes. The TeDR methodology enables clients to access professional dispute resolution services globally, either through online systems or in their local community, even when an in-person facilitative process is desired.

### **Privacy/Security**

As with any dispute resolution process, confidentiality and privacy are key considerations in the design of the TeDR methodology. Using the TeDR process, the clients, the chosen case manager/facilitator, and the add-on service providers selected by the clients are strictly bound by the highest level of privacy protocols and will be granted timely access to all necessary case data or information for each dispute. After all parties confer and reach an agreement, clients are given a specific timeframe to commence their executable agreement. Upon expiration of the selected and agreed-upon time frame, all confidential case-related information is purged from all stored systems, ensuring complete privacy. Clients can always trust TeDR’s information security and confidentiality infrastructure.

### **Scalability**

The capacity of the TeDR process to meet the scalability and significant data needs of clients was and is a key consideration during the enhanced implementation and design phase. TeDR can be custom-tailored to the needs of any vertical industry client, whether those needs include resolving a small number of internal disputes or scaling up to meet the needs of tens of thousands (or more) customer disputes and transactions, such as retail sales, chargebacks, or even insurance claims. High-volume dispute clients can opt to incorporate automated dispute services to quickly handle numerous disputes when there are only a small number of potential outcomes, such as monetary compromise. The TeDR process and the technology used to scale volume must also evaluate and analyze adaptability to increase each client’s capability in reaching or meeting their full range of disputes.

### Facilitative Justice

#### **Voices in the Civil Justice System: Learning from Self-Represented Litigants and Their Trusted Intermediaries**

According to the JFA guidance materials, achieving 100 percent meaningful access to justice for all can only be accomplished by developing a well-integrated and coordinated infrastructure that encompasses courts, clerks, legal aid, the private bar, and trusted intermediaries, thereby providing people with access to practical assistance in resolving their civil legal issues. This infrastructure should incorporate widely available, high-quality, and reliable information, in addition to screening mechanisms that identify individual needs and match those needs with suitable resources.

K.Alteneder, Esq. and E. Gonzalez, Esq. (2020), FCACJ

Both Justine-AI.com and Avoid-Court.com are available as SaaS, PaaS, and Plug-in Components that can be integrated with dispute Resolution functionality to any internal system of a client or made available as a white-label, standalone application. All of this is possible with minimal or no human intervention. However, if necessary or desired by the client, a F2F facilitator may intervene.

### ***TeDR Process: Three Levels of Engagement***

#### **Experience**

The TeDR method was designed and refined over the last 12 years, and the technology has evolved through thought-leading dispute resolution professors, practitioners, and technologists. After over 25,000 hours of research, TeDR's deeply experienced management and advisory teams have applied technology adoption methodologies and best practices from facilitation, mediation, facilitated negotiation, and arbitration processes to operationalize and redefine the future of the dispute

resolution industry. This system also ensures that all case facilitators and professional service providers complete our TeDR training and are highly qualified in the TeDR process, as well as their respective areas of specialization, before engaging with clients. We recognized early on that most ODR providers operate on a "build it and they will come" model, which often overlooks the importance of user experience and has not proven successful in the market. Our expertise considers user experience and satisfaction to be of utmost importance. Another key area of differentiation is that we put a strong emphasis on "follow-up" surveys to gauge client satisfaction and comments for improvement.

### **TeDR Process Overview**

With an understanding of the current state of the dispute resolution industry and the key elements that guided the design and foundational architecture of TeDR methodology, its functionality can be best grasped via a quick walk-through of the actual flow of the TeDR process.

#### **How is AI changing Dispute Resolution?**

Artificial Intelligence (AI) has rapidly transformed numerous sectors, and its influence on mediation, legal negotiations, and conflict resolution is poised to be equally profound. As AI technology advances, it promises to augment human decision-making, streamline processes, and foster more equitable outcomes in dispute resolution.

One of the foremost trends is the development of AI-powered negotiation tools. These systems leverage machine learning algorithms to analyze vast amounts of data, identify patterns, and suggest optimal negotiation strategies. For instance, AI can evaluate the interests and preferences of parties, predict potential concessions, and recommend solutions that maximize mutual gains. Such tools can reduce the time and costs traditionally associated with legal negotiations, making dispute resolution more efficient and accessible.

Moreover, AI's capacity for natural language processing (NLP) enables sophisticated analysis of communication. AI can assess the tone, sentiment, and underlying motivations in mediation sessions or legal correspondence, providing mediators and legal professionals with deeper insights into parties' positions and emotional states. This understanding can facilitate more empathetic and effective resolution strategies, fostering trust and cooperation.

In addition, AI-driven predictive analytics hold promises for assessing the likely outcomes of disputes. By analyzing historical case data, AI can estimate the likelihood of success for various legal arguments or settlement options. This information can guide parties in making informed decisions, potentially encouraging settlement and reducing litigation burden.

However, the integration of AI into conflict resolution also raises significant ethical and practical challenges. Concerns about transparency, bias, and the potential loss of human judgment are paramount. AI systems are only as unbiased as the data on which they are trained, and biased algorithms can perpetuate injustices. Furthermore, the human element—empathy, moral judgment, and contextual understanding—remains crucial in resolving complex disputes.

Looking ahead, the future of AI in mediation and legal negotiations is likely to be characterized by a hybrid approach, combining AI's analytical strengths with human oversight and judgment. As AI becomes more sophisticated, it will serve as an invaluable tool for mediators and legal professionals, enhancing their capabilities rather than replacing them. Ultimately, AI's influence could lead to more efficient, transparent, and fair dispute resolution processes, reshaping the landscape of law and mediation in the decades to come.

**\*\*In conclusion\*\***, AI's evolving role in mediation and legal negotiations signifies a transformative shift towards more data-driven, efficient, and empathetic dispute resolution. While challenges remain, responsible integration of AI holds the potential to improve access to justice and foster more peaceful and constructive outcomes in conflicts worldwide.

**Stanley Zamor, MA, VP of Dispute Resolution and Legal Services**

**Intake:** The first level of customer engagement is streamlined, easy to use, enjoyable, and an attractive intake process. The future of this technology, including Avoid-Court.com, will be driven by this new capability being available as an applet, which you can download from the App Store on Apple and Google.

Once the applet is installed and executed by the prospective client, the following happens. The user, regardless of which part of the funnel they have entered, will engage in a negotiation questionnaire or interactive game with a computerized player. The automated negotiator will have levels of difficulty, for which the user can select the option that represents their adversarial position and offers

various types of cases to negotiate, most of which are likely to apply to any user. The game is set to last about 5 minutes and features a well-tested and refined algorithm, programmed to ensure the user considers it a “win.” If the user is satisfied with this experience, s/he or they can click on “Next.”

Once that is accessed, an automatic TeDR

The “Case Manager/Facilitator” will appear in a chat dialog and ask if the first party wants the system to contact the other party (or parties). If “Yes,” then the first party enters the contact information of the other party, and the system will contact the other party via computer or smartphone and ask if they would like to participate in the TeDR’s applet-based e-negotiation game at the request of the first party. A link to do that will be provided to the second and other parties. If the second party or parties enter the robotic negotiation experience and are equally pleased, they click “Next” and enter their contact information. At that point, the TeDR Case Manager/Facilitator sees an agreement to e-negotiate.

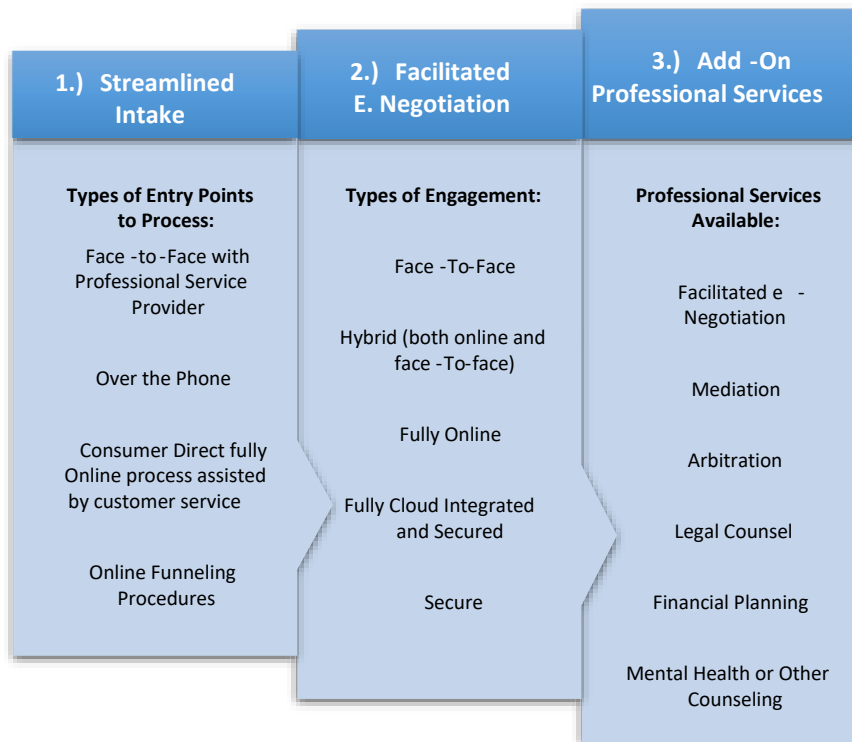
This is where a targeted, facilitative relationship between the TeDR system and the parties begins, and where billable time is accrued. All costs will be equally shared by both parties—unless otherwise agreed. In addition, all Fees for Facilitated Negotiation will be determined on an economic and competitive market scale. Fees will be significantly lower than any lawyer or mediation combination.

Online intake is by no means the only point of entry to the TeDR process. Our extensive network of professional service providers is trained to help clients through brief F2F and phone sessions easily. Multiple entry points guarantee that citizens, consumers, and business clients have flexible options to enter the process through the means of communication that they prefer. Immediately after intake, case facilitators will process the client and dispute information, handling all aspects of entry into the next level of engagement. Facilitated Negotiation (Technology-enhanced)



The **second level of engagement** and the core process driving TeDR methodology is known as **facilitated negotiation**. This process involves the use of a trained case manager or facilitator who works directly

identifying all relevant issues in the dispute and a collaborative process aimed at reaching an agreement in a timely and cost-effective manner. The case facilitators have multiple tools at their disposal



with clients to identify and resolve areas of disagreement that they have been unable to determine within the free 15-minute negotiation time. This approach guides the parties towards a sustainable and integrative solution. It should be noted that the facilitated negotiation process differs significantly from mediation and arbitration, as clients remain entirely satisfied with the process, and a facilitator merely helps keep the parties civil and clarifies their positions and interests.

Essentially, facilitated negotiation focuses on enhancing the communication process between clients and improving their ability to negotiate solutions to their disputes. The TeDR facilitators can also help the parties better understand the advantages of the e-negotiation tool with which they became familiar at the outset of this process.

This system also allows case facilitators to engage clients F2F, on the phone, via email, or through online video conferencing and chatroom software. Facilitated negotiation sessions occur after a case has undergone our intake procedure, which involves

to help clients identify all relevant contentious issues and find creative and realistic solutions to each area of initial disagreement.

Because the initial phase of TeDR was built around facilitated negotiation, which includes discovery and the generation of initial settlement options, a default buffer of time is provided to allow for de-escalation and clarification of issues. Both are vital elements of reaching a meaningful resolution. TeDR allows for even more flexibility in generating options by providing parties with options, such as non-binding arbitration, which enables an assessment of the qualitative strengths and weaknesses of respective positions.

Clients and facilitators will have access to a “toolbox” of technology-based tools to help them find creative, collaborative, and sustainable solutions to the complete set of issues in their dispute. All our products and platforms have been developed or incorporate patented, sophisticated, and client-friendly settlement options that leverage several of the ADR industry’s best practice models for

settlement calculation. An innovative settlement calculator is available to facilitators, which enables them to show clients when a zone of potential agreement exists regarding financial or other material aspects of a dispute, and helps in assessing their best alternative to a negotiated agreement (BATNA).

Thus, the parties begin to negotiate on all the controversial areas of the dispute. Both parties will insert their initial visible proposal, which is viewable by all parties. After both parties have reviewed each other's initial proposals, they can adjust their offers accordingly using an easy-to-use sliding calculator. Parties can make a hidden offer that they are willing to accept, visible to only the party that has made the offer. They also have the option of making another visible offer, which can be used strategically.

When both parties have made hidden or visible offers that overlap with each other, the settlement is concluded. If a resolution is not reached immediately, multiple sessions are held in which the parties exchange offers, providing them with an opportunity to communicate further and express their concerns. Both the numeric ranking of the elements of a dispute and the sliding calculator will help the parties reach a settlement they can both agree upon.

New settlement algorithms empower both parties and enhance the settlement process, enabling them to work step-by-step towards generating a settlement via an automated or manually generated settlement statement. This demonstrates that progress is being made throughout the entire dispute resolution process.

## TeDR Methodology

This methodology does not include the legal industry practice of researching and using precedent. However, the process does involve presenting the parties with either lists of media or averages of past settlements of the same category of disputes. The goal is to enrich clients with information and enable them to brainstorm and consider acceptable or optimal settlement choices. These are just a few of the innovative tools and processes available to empower clients and facilitators with the tools required to reach an agreement.

Finally, our innovative Electronic Negotiation platform is an advanced web-based mobile Applet for Avoid-Court that emphasizes fairness and efficiency between two parties by leveraging an algorithm and a process that we have recently applied for a patent and heavily leverages the latest and best practices of Artificial Intelligence from leading companies such as Microsoft, Google, Amazon and Apple. Every case or dispute has what is called an "efficiency frontier", which offers the highest level of return for each party beyond just a "50/50" split. Using convenient communication methods, parties can agree in a zero-pressure and comfortable environment.

In many cases, the facilitated negotiation process will be all the clients need to reach a mutually beneficial and amicable settlement. However, some cases will require add-on professional services to address more complex issues, stubborn areas of disagreement, and other types of impasses that cannot be resolved through direct communication under the relatively light guidance of a case facilitator.

### Mediation and Perhaps More

The *third level of engagement* occurs when clients decide to continue working towards a settlement with one or more of our professional service providers. Clients will likely reach an agreement on many contentious issues during the facilitated negotiation process. When they are unable to get a complete agreement on all the relevant problems, the TeDR facilitator will recommend that clients engage with one of our add-on professional service providers.

These add-on services range from mediation and mediation-arbitration to arbitration, as well as legal counsel and financial planning, among many other services that traditional ADR processes have generally failed to connect clients with. This third and final level of engagement empowers consumers and business clients by providing them with a complete set of dispute resolution and professional service options to meet all their dispute needs, regardless of the intensity, complexity, or geographical distance between the disputing parties.



"This is mind-boggling. That Avoid-Court and Justine-AI.com have outdone my expectations. It is a quantum leap in the field of conflict resolution.... It is a breakthrough in how to educate and attract millions of people who seriously need skilled help in resolving their personal or commercial problems at a reasonable price. This marks the beginning of a new era in global conflict resolution, using the information and communications technologies of this era."

-Dr. Ted Becker, Cofounder

Alma Holladay Professor of Civic and Community Engagement, Auburn University Emeritus

Case Managers/Facilitators are encouraged to recommend specific add-on services to clients when they are unsure how to proceed after reaching a major impasse. For example, when two parties are geographically thousands of miles apart, the facilitator may recommend online mediation or arbitration to help clients get a full agreement. However, in cases involving internal employee conflicts where disputants work in the same building or city, face-to-face mediation may be more appropriately recommended by the facilitator for clients to reach a collaborative and focused

agreement. Every level of this process is a crucial stage of engagement. Although this central point differs from previous methods of ADR and ODR, our platforms will enable disputants and clients to access a broader range of facilitative options than ever before in resolving their disputes.

In summarizing the TeDR process, all three levels of engagement offer a simple yet powerful set of procedures and services to resolve disputes of any kind. The often slow, tedious, and confusing intake process has now been streamlined, utilizing a convergent funnel system and multiple entry points for clients to initiate the TeDR process. Such instant access to trained professional case facilitators for disputes becomes the norm, rather than the exception.

For the first time, the TeDR process enables clients to engage a full suite of professional service providers to overcome an impasse or manage complex aspects of their dispute. The third level of engagement is designed to provide a backup for clients who require additional professional services to overcome a serious impasse or to access specialized professional services.

Never have clients been equipped with such powerful tools and processes as those available to them to resolve any size dispute, whether big or small. All of which are greatly enhanced by the integration of modern technology. A good example of this is our unprecedented availability of what we call our e.DNA system.



## How It Works

e.DNA can be done online and would be administered by our trained facilitation professionals. They will analyze areas such as assertiveness, self-awareness, independence, interpersonal relationships, stress

management, overall mood, and adaptability. After the assessment is complete, the trained professional interprets the report's results and communicates them to the client. Confidentiality is of utmost importance and will not be shared with anyone without explicit consent. The results can also be shared by the facilitator with a mediator or arbitrator so that all the professionals engaged in helping with that case are aware of the emotional factors of the disputants and the dispute.

Our testing has proven our e.DNA process and assessment can be beneficial in defusing the emotional aspects of conflicts. Also, it enables a proven industry standard tool and professional metrics to understand the Emotional Intelligence of disputants.

### **e.DNA: Emotional Dispute Negotiation Analysis**

Utilizing verified, complex quantitative research within the study of Emotional Intelligence (EQ-I 2.0, created by Multi-Health Systems), Avoid-Court has integrated this technology to offer its clients and professionals an opportunity to analyze their abilities in 15 cutting-edge key areas of emotional and social skills, which scientifically validates their proficiency in conflict resolution.

e.DNA also allows clients to use the information defined in their results to discover a SWOT analysis. The result may be to capitalize upon such data or information, or the parties can share this information. This allows all parties to understand each other and to reach a more foreseeable solution.

As the first to incorporate this valuable tool into the field of conflict resolution and e-negotiation, Professional Facilitators, Mediators, and Arbitrators can navigate and avoid the emotional hot buttons of the two individuals, understanding the emotional makeup of the disputants, avoiding court, using e.DNA will continue to thrive, exceeding the boundaries of TeDR and ADR.



e.Resolv is our innovative Electronic Negotiation platform. It is a web-based application that emphasizes impartiality and proficiency between two parties. The parties may communicate with each other and initiate the dispute resolution process via chat, using pre-generated questions and answers, to address issues perceived as problems. For example, "I could not pay my bill because of other unforeseen expenses or a lost job" or "How can we find a middle".

### **The Process**

**e.Resolv** presents a series of computer-generated questions according to the specific type of matter being facilitated. These questions are used to help guide the discussion.

The parties will individually rate each value of their settlement agreement according to its importance. These ratings and rankings are confidential and are to be used only in electronic form. e.Resolv algorithms are shared with the neutral facilitator. From there, the parties begin to negotiate on all the controversial areas of the dispute. Both parties will insert their initial visible proposal, which is viewable by all parties. After both parties have reviewed each other's initial proposals, they can adjust their offers accordingly using an easy-to-use sliding calculator. Parties can make a hidden offer that they are willing to accept, visible only to the party that has made the offer. They also have the option of making another visible offer, which can be used strategically.

When both parties have made hidden or visible offers that overlap with each other, the settlement is concluded. If a resolution is not reached immediately, multiple sessions are held in which the parties exchange offers, providing them with an opportunity to communicate further and express their concerns. Both the numeric ranking of the elements of a



dispute and the sliding calculator will help the parties reach a settlement they can both agree upon.

**Our new AVOID-COURT applets (scheduled for release in the 4<sup>th</sup> Quarter 2025) will leverage all the power of our new platform engine developed by CRSC.**

Still, they will be a PURE Electronic Negotiation platform and will not require human elements in the Dispute Resolution Process.

Additionally, our customers can come directly, and this will be driven or funneled by consumer-direct advertising on TikTok, primarily to encourage consumers to use the App to attempt to resolve their disputes inexpensively (less than even court filing fees) before consulting an attorney or filing a lawsuit.

Additionally, we plan to forge relationships with key Original Equipment Manufacturers (OEMs) of AI and Digital Assistant software and hardware, such as Alexa (Amazon), Siri (Apple), and Okay Google (Google), among others. We see these relationships as vital to our expansion, example, being able to ask these AI driven capabilities and devices, questions like: “Alexa, How can I resolve a dispute” or Okay, Google what is one of the best ways to get a divorce” and it result in either, “Use Avoid-Court, and like you directly” or “Please visit the website for Cognitive Resolution Solutions Corporation and their Justine-AI.com Platform, please see, Cognitive-RS.com.

Upon the innovative methodology of TeDR, CRSC announced in 2025 will launch Pilot/Proof of Concept (POC) Projects in the vertical markets of Real Estate and Healthcare, as well as a third pilot for Family Law, focused initially on modifications to Family/Parenting Plans. This post-divorce service will be in partnership with one of our Corporate Legal Advisors, who is a retired state court judge. The show is called “Judge MEANT.”

Our specially designed services for Family Law will focus on post-divorce services when modifications are needed, as the life circumstances and needs of the children change.

We advocate for this unique service, which addresses a need for post-divorce Parenting Issues that does not

require the two parents to re-engage their divorce attorneys. Avoid-Court and our patent-pending dispute resolution platform will be customized to enable divorced parents to make modifications and update their existing Parent/Family Plans without needing attorneys. The revised Parent Plan can then be easily filed in the court case. Additionally, this platform enables a neutral to assist the parties in crafting agreements, such as a parenting plan, a custody agreement, or a simple marital agreement. Our specially designed service empowers parties to limit negative communication and focus on the key points of moving forward. As an innovative tool, utilizing the TeDR methodology, all parties are offered a strategic and cost-effective method to minimize conflict. Too often, families find themselves in unresolved and impractical situations and validate all parties with clear and confident values in balancing family issues.

Avoid-Court in 2025/26 will also focus on three other verticals: Real Estate, Healthcare, and Human Resources (HR), as well as Workers' **Compensation**.

Our **Real Estate** services are primarily focused on the following dispute common Real Estate Dispute types: (1) Foreclosure (2) Eviction (3) Homeowner Association and Condo Association (HOA) Disputes (4) General Real Estate Disputes especially disputes that arise out of the process of trying to sell and close in escrow the sales that sometimes cause the sales process to stall or fail, which can be costly and don't generally have the time to follow a litigate path.

Our real estate services offer a fixed, low-cost approach. The service begins with a specially designed intake form and questionnaire that the Landlord and Tenant must complete in an Eviction Case, or by the Mortgage Holder/Lender and the homeowner/borrowers in Foreclosure. These specially designed questions and answers will help streamline the conflict resolution process.

Our **Healthcare** offering was designed to be accessed either directly by consumers who have any type of healthcare issues, such as billing, insurance, or patient services. This service is available directly from our site as a Software-as-a-Service (SaaS) solution. Both Real Estate and Healthcare services are also available

as Platform-as-a-Service (PaaS). They can be branded by the Healthcare Provider, who hands them off directly to the Justine-AI.com engine from internal systems once a dispute develops. Our PaaS services can be hosted within the secure and HIPAA-compliant DMZ of the Healthcare provider.

Lastly, our fifth offering, scheduled for late 2025 or early 2026, is designed to resolve Human Resources and Workers' Compensation claims. This is not new to us; it will serve as a reentry point for our HR and Workers' Compensation Dispute Services, which were initially offered on our earlier platforms. When we relaunch, it will be similar to Real Estate and Healthcare, where a large national client requires assistance with conflicts within their client base.

### Sample of Typical Mediation Clauses:

We have long advocated that one of the primary reasons mediation is not understood or demanded by consumers or businesses begins with the typical Mediation Clause that has been in place for decades. We see Mediation Clauses in 99% of business and service contracts in this country. Below is a sample of the typical mediation clause:

## DISPUTES

Any dispute or claim relating in any way to your use of any Amazon Service, or to any products or services sold or distributed by Amazon or through Amazon.com will be resolved by binding arbitration, rather than in court, except that you may assert claims in small claims court if your claims qualify. The Federal Arbitration Act and federal arbitration law apply to this agreement.

There is no judge or jury in arbitration, and court review of an arbitration award is limited. However, an arbitrator can award on an individual basis the same damages and relief as a court (including injunctive and declaratory relief or statutory damages), and must follow the terms of these Conditions of Use as a court would.

To begin an arbitration proceeding, you must send a letter requesting arbitration and describing your claim to our registered agent Corporation Service Company, 300 Deschutes Way SW, Suite 304, Tumwater, WA 98501. The arbitration will be conducted by the American Arbitration Association (AAA) under its rules, including the AAA's Supplementary Procedures for Consumer-Related Disputes. The AAA's rules are available at [www.adr.org](http://www.adr.org) or by calling 1-800-778-7879. Payment of all filing, administration and arbitrator fees will be governed by the AAA's rules. We will reimburse those fees for claims totaling less than \$10,000 unless the arbitrator determines the claims are frivolous. Likewise, Amazon will not seek attorneys' fees and costs in arbitration unless the arbitrator determines the claims are frivolous. You may choose to have the arbitration conducted by telephone, based on written submissions, or in person in the county where you live or at another mutually agreed location.

We each agree that any dispute resolution proceedings will be conducted only on an individual basis and not in a class, consolidated or representative action. If for any reason a claim proceeds in court rather than in arbitration we each waive any right to a jury trial. We also both agree that you or we may bring suit in court to enjoin infringement or other misuse of intellectual property rights.

As you can see from the wording of this clause, it was written by attorneys and is ambiguous; once a conflict arises, it is unclear how it will be resolved. Parties often consult the contract to read this clause, as it contains so much legalese that most consumers and businesses feel they need to consult an attorney to understand it and determine how to proceed with mediation.

TeDR and the Cognitive Resolution Solutions Corporation seeks to change this, but provide customers, future customers and anyone who desire to use our DISPUTE RESOLUTION CLAUSE, it can be easily cut & pasted into their respective contracts and as you can read, ours is simple and puts Avoid-Court or any of our platform products easy to use by presenting us as an independent and neutral services to resolve all conflict types in advance needing to consult an attorney or to litigate.

## Our Recommended Dispute Resolution Clause (free to use):

### Our Standard Dispute Resolution Clause:

We have developed our own suggested “**DISPUTE RESOLUTION CLAUSE**,” which is written in simple language. We are presenting ourselves as a Independent 3<sup>rd</sup> Party Neutral which Avoid-Court can be leveraged for up to 60 days to resolve the conflict in advance of taking any formal legal action, but still preserving the right should Avoid-Court and our 2<sup>nd</sup> step – Traditional Mediator (without you attorneys) fail, to resolve the conflict then you can proceed then to retaining and attorney and likely then file a lawsuit.

*“In the event of any dispute, claim, or controversy (collectively a “Dispute”), arising out of or relating to this Agreement, that is not resolved through direct negotiations between the parties within 10 days, the parties agree to use Avoid-Court.com, a third-party, independent, technology-enhanced dispute resolution platform. If the dispute remains unresolved after 60 days, the parties may then elect to proceed to traditional mediation. The parties will select a mediator from a roster of certified mediators who have the experience or training to provide mediation services, as offered by Avoid-Court. Com-affiliated and trained mediators. Mediation shall be a condition precedent to any arbitration or litigation, except for disputes requiring injunctive relief.”*

Additionally, our template above can be modified for anyone who desires to use it. Below is a sample revision specific to the Real Estate Industry. We started by downloading the Florida REALTORS Association Mediation Clause from their standard contracts and added suggested language to leverage our services and technology:

**DISPUTE RESOLUTION:** *Unresolved controversies, claims, and other matters in question between Buyer and Seller arising out of, or relating to, this Contract or its breach, enforcement, or interpretation (“Dispute”) will be settled as follows:*

*(a) Buyer and Seller will have 10 days after the date conflicting demands for the Deposit are made to attempt to resolve such Dispute, failing which, Buyer and Seller shall submit such Dispute to Avoid-Court.com, a third-party, independent, technology-enhanced dispute resolution platform. If the dispute is still not resolved after \_\_\_\_ days, Buyer and Seller shall submit such Dispute to mediation under Paragraph (b)*

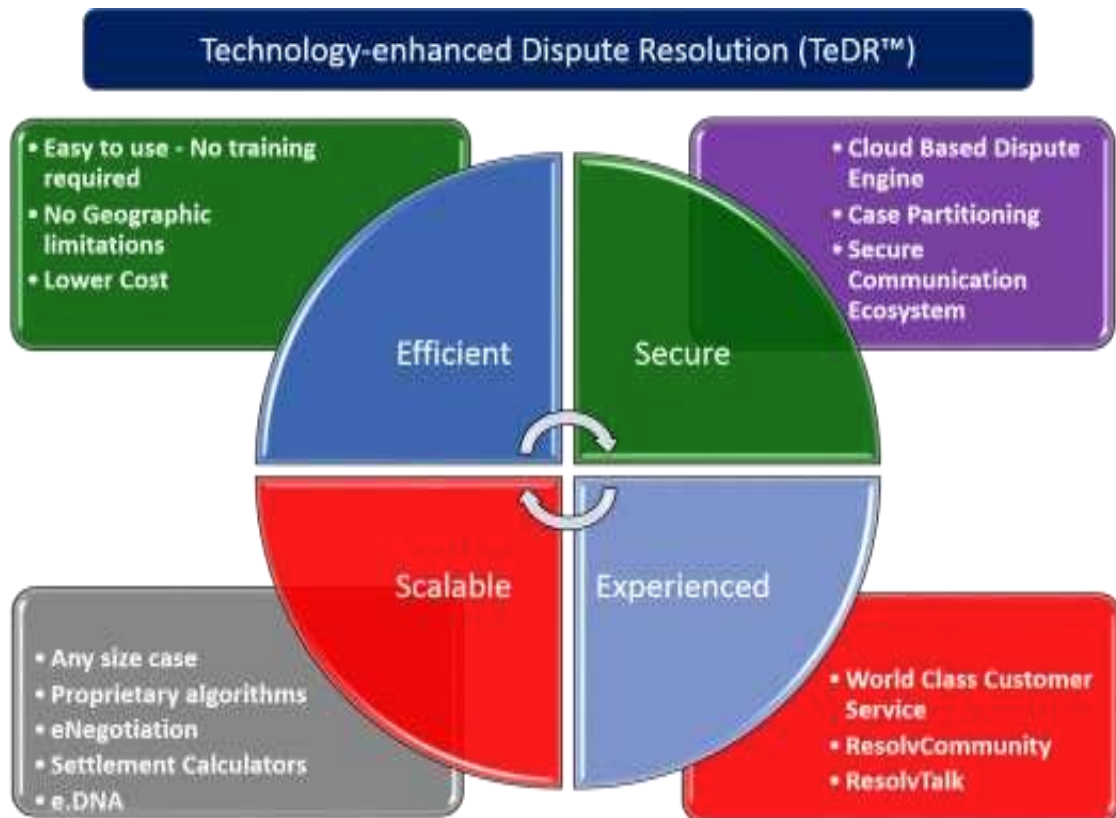
*(b) Buyer and Seller shall attempt to settle Disputes amicably through mediation under Florida Rules for Certified and Court-Appointed Mediators and Chapter 44, F.S., as amended (the “Mediation Rules”). The mediator must be certified or must have experience in the real estate industry. Injunctive relief may be sought without first complying with this Paragraph 16(b). Disputes not settled under this Paragraph may be resolved by instituting action in the appropriate court having jurisdiction of the matter. This Paragraph shall survive the Closing or termination of this Contract.*

We highly recommend that companies, organizations, and individuals with service or product contracts incorporate our clause directly into their contracts and let us assist in resolving business and consumer disputes.

lower-class communities are grounded in options of failure or

Disappointment. Leadership is a guided balance, and balance is essential for leading others to change.

In conclusion, TeDR is more than just a theory!



## Our Future:

In September 2024, we filed our first-ever Non-Provisional Patent (Patent Pending) for our newest methodology, a new Artificial Intelligence and Emotional Intelligence Dispute Resolution Platform. Our consumer-driven product, Avoid-Court.com, will utilize this platform, and we will white-label it for future customers.

In the 1<sup>st</sup> quarter of 2026, we plan to license our patent or components of the Patent. We are also available to help clients incorporate TeDR into their processes and their technology platforms.

Over the last few years, mediation and arbitration have become binding procedures in many areas of law and business. Society has recognized that litigation is incredibly disruptive and serves only a few prevailing classes of people. Thus, middle-class and

methodology. Amazingly, as we implement the operational infrastructure of Avoid-Court and Justine-AI, we will become the first-ever dispute resolution platform built to leverage Platform-as-a-Service (PaaS) technology architecture and a modern integrated unified communication ecosystem. All to provide an outstanding product service that combines Technology and Dispute Resolution as one enhanced interface to effectively and efficiently resolve millions of individual issues.

As we all know, having deep conflict in any business or organization does not produce profitability and can only become destructive to the growth of that business or organization. Conflict zaps energy, consumes resources, and casts a negative image to its customer base and future clients. The **Avoid-Court implementation of innovative technologies, combined with industry's best practices, ensures a commitment to innovation while harnessing the vast**



## depth of experience of the TeDR methodology and numerous professionals.

We are actively seeking to partner with Corporations, Mediation Firms, Law firms, Legal Professional Organizations, and courts to develop further and promote the TeDR methodology and process. Avoid-Court, and all our products are unique and user-friendly, and have a low-cost intake. Customers have an easy way to understand how our systems work. As a software development and enablement company, CRS also offers nearly endless partnership options. As with any technology-driven engine of artificial intelligence, we acknowledge that further refinement and research evaluation will be required for the TeDR methodology. It is imperative that our partnerships with the dispute resolution, legal, corporate, and academic communities stay actively engaged. We are openly publishing the TeDR methodology by educating not only the public but also every professional community through our new YouTube Channel.



TeDR TV features all information of the TeDR Methodology in both demonstration videos and education training documentation.

We are fully expecting **Avoid-Court.com** to become a household name soon, and the TeDR methodology will gain traction in the Dispute Resolution industry. In addition, we will continue to strive for excellence by providing next-level dispute resolution services to the courts, pro se litigants, “young and old”, and corporate entities.

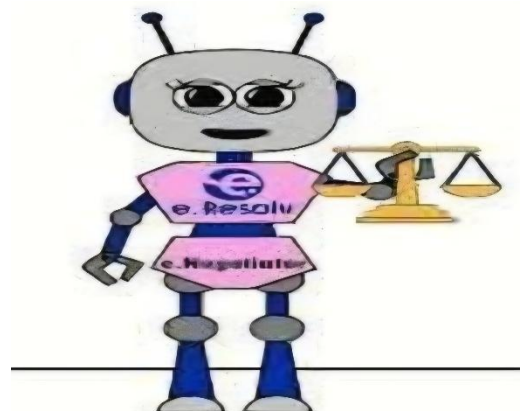
As a seasoned and innovative visionary, Davi has compiled a well-defined view and analysis that will serve as the following plateau directive for ADR and ODR. Thurgood Marshall quotes, “The measure of a country's greatness is its ability to retain compassion in times of crisis.” We have endured many levels of adversity, but grasping the bearing levels of tenacity gives value to the target strength of our nation. As grounded persons, entities, and governmental policies continue to change, our demand for innovative adaptation must be the most significant objective in the protection of our constitutional rights to due process and to have seamless systems or tools that will help people understand their issues as legal, support them in accessing and assessing information about their problems, all while using a simplistic technological methodology such as TeDR and all products of CRSC.

**Cognitive Resolution Solutions Corporation** first introduced our TeDR Methodology in 2013, and we have since expanded our family of products. Our patent-pending Justine-AI engine will offer White-Labeling and customer solutions to license, leverage, and utilize our Patent as a component built into their solutions and platforms, and White-Label our Justine-AI.com Dispute Resolution Platform.

### JUSTINE, our AI Robot (BOT):

Let us also introduce Justine, our AI BOT, that will help our customers using both our Justine-AI.com Dispute Resolution Engine, Avoid-Court.com, and any product we develop or White-Label for our clients:

[https://youtu.be/a\\_xwTrOf4bQ?si=AeuEL4m86TNzjV-6](https://youtu.be/a_xwTrOf4bQ?si=AeuEL4m86TNzjV-6)





Our Non-Profit Academic Think Tank, ResolvCommunity.com, is dedicated to the Ethical Utilization of artificial intelligence and emotional intelligence research, which enables scientific qualitative and quantitative sample testing to yield successful data results. Our overall objective with our not-for-profit corporation is to promote the Ethical Utilization of both Artificial and Emotional Intelligence in Conflict Resolution.

In addition, ResolvCommunity.com has a goal of dedicating millions of hours to assisting low-income disputants and disputants who are in fear of their personal or ethical standing. Therefore, the methodology and mission of Cognitive Resolution Solutions Corporation is committed to encouraging law students, conflict resolution (Master's, Master's Certificate), MBA, and Ph.D. programs, as well as IT-related graduates, to continue with in-depth course offerings and training that aligns with the innovative focus and objectives of TeDR. As a result, ADR and ODR will become massive, mandated procedures for all disputes, whether they involve legal or corporate matters.

**YouTube Video, introducing and explaining ResolvCommunity.com:**

[www.ResolvCommunity.com](http://www.ResolvCommunity.com):

<https://youtu.be/LR36CRQ1eQ0?si=hkcwr7ibNGEBKxQU>

### **FUTURE PARTNERS AND THOSE WANTING TO ENGAGE TeDR**

We find that once the proof of concept is proven to do as we stated above, the legal community and the business community will follow the consumer's lead. For the selected few law firms that understand innovation and see the potential to create alternative means to retain consumers, please consider

contacting and learning how we can partner together to better respond to your clients' needs.

### **HIGHER STANDARDS FOR FUTURE GAINS**

Although David and Stanley have a slight difference, it is in how they see using AI in Conflict Resolution that they share many other truths. One of the most important things for them as they introduce TeDR and the different products is the ethical use of AI and technology. With that, they are further interested in collaborating with academics, universities, and other ADR or legal organizations that want to assist with creating and teaching "Standards and the Ethical Use of A.I. in Conflict Resolution". Please consider reviewing the social and informational sites listed below.

### **Our Team for Dispute Resolution Experts:**

We are always available to present and debate our TeDR methodology at key industry conferences, and we welcome all inquiries regarding our methods, processes, and technologies.

### **Help is on the way.**

For more information about Cognitive Resolution Solutions Corporation, [www.Cognitive-RS.com](http://www.Cognitive-RS.com), please click this link to watch a video on Cognitive Resolution Solutions Corporation:

<https://youtu.be/9czkO-fF4oo?si=4obDUinkspS53TKw>

For more information on the TeDR methodology and our services, please visit our dedicated YouTube Channel, where you can search for TeDR TV.

### **Social Media Campaign (mostly on TIKTOK)**

We recently recorded our first promotional video for Avoid-Court.com as part of our planned social media advertising campaign. We plan to have several other short videos, primarily for our TikTok campaign. The additional videos will feature content for our various business verticals.

[https://youtube.com/shorts/GsgbgLLtq0s?si=PSbMUr7d6r\\_HAIUC](https://youtube.com/shorts/GsgbgLLtq0s?si=PSbMUr7d6r_HAIUC)

## FINAL WORDS:

This TeDR v.5 document is now being published in June 2025. This document will be updated frequently from this point forward. Please email to be a contributor, researcher, or to contribute content to this document, or to be a contributor or interviewed guest on our TeDR TV Station.

Again, our methodology is a PUBLIC DOMAIN document, so feel free to use it and refer to it.

## How can you get involved and, most importantly, utilize TeDR and our products and services?

First, this document is going to have four versions:

1. TeDR Methodology (book and eBook) is expected to be published in 2026
2. Long-Version (this version) complete methodology guide
3. White-Paper (Summary Version) as a process and technology statement (10-pager)
4. Journal Article (2-3 pages) version to be used for Professional Journals.

Both David and Stanley are experienced public speakers, with experience both domestically and internationally, including addressing large audiences. Attached below are two YouTube videos. The first is a 2024 conversation between David and Stanley about the future of the Dispute Resolution Industry:

<https://youtu.be/sVOLejmo3Co?si=9mxlkjmHnPxgiEP3>

This 2<sup>nd</sup> video is David speaking about his vision on why the Dispute Resolution Industry needs DISRUPTION, like our **Uber** disrupted Personal Transportation, and **Airbnb** disrupted Lodging:

<https://youtu.be/MoBTEwusTUM?si=Nh44ffDa2X9IGBbP>

Both David and Stanley are available individually or collaboratively for speaking engagements and panels at the Legal Bar Organization, Dispute Resolution Industry functions, or to address corporate management teams and other professional organizations interested in our methodology or products.

We aim to disrupt an industry that is finally ready to embrace the advancements of technology and the dedicated passion of those who want to foster self-empowerment and informed decision-making. David and Stanley have experience speaking to groups of more than 5,000 people.

Again, this TeDR document is **our contribution, with the intention that it be adopted by industry, courts, companies, or organizations** interested in resolving disputes before litigation.

## Cognitive Resolution Solutions Corporation, plans and vision:

Cognitive Resolution Solutions Corporation offers consulting and advisory services, including dispute resolution and Risk Advisory Services. We help clients develop business and technology requirements, request for proposal (RFP) documents, vendor selection, and implementation services for any dispute resolution technologies, not just our own. We operate independently of our products and services, as consultants.

The products and services mentioned in this document are available as Software-as-a-Service (SaaS) or Platform-as-a-Service (PaaS). We offer turn-key services, such as Avoid-Court, or white label programs for our Justine-AI.com platform. Additionally, software is licensed and available as a COMPONENT(s), and thus we can implement our capabilities from within your products.

Please visit our TeDR TV site on YouTube.com for more information and a variety of videos on TeDR, our products, and services, which are updated regularly.

Lastly, we are seeking Corporate Clients willing to pilot programs or proof-of-concept projects for key verticals. We are seeking courts, law firms, mediation firms, or attorneys interested in adopting our ODR via the TeDR Methodology.

In June 2025, we launched a \$ 250,000 loan/Convertible Option, to be followed by a \$5 Million Private Placement in the first quarter of 2026. We are not looking for just passive investment; we are seeking active investors who can collaborate with our management team to help us grow.

Lastly, we are actively seeking two geographic partners in 2025/26, either as partners in their respective geographies or to license our technology. We are currently seeking partners from both Latin America and Brazil. In 2026, we will seek additional geographic partnerships to expand Avoid-Court.com globally.

Here are two Spanish language videos for Avoid-Court.com and Resolve. Site, for potential partners to consider:

**Avoid-Court:**

<https://youtu.be/7o5s-kjDIFQ?si=XWlJvk6fU7FSZANR>

**Resolve.Site:**

<https://youtu.be/rQM-KPQleqE?si=kd8PxdPLeTyQ-DBm>

**FINAL TRIBUTE:**

*As pointed out in the early part of this document, our TeDR Methodology and its name are a tribute to David's esteemed Professor Dr. Ted Becker, as well as his professors who taught and certified him as a mediator at the University of Hawaii in 1987. Today, Dr. Becker resides in Auburn, Alabama, after he retired from Auburn University, and this November, he will turn ninety-three. Currently, he is authoring two books about his life. C He is and has been my inspiration, and our management team refers to him as OF COUNSEL. Here is a 2024 video interview by David, interviewing Dr Becker:*

<https://youtu.be/1Duso3vATmQ?si=e41LGui16cpxUswg>

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**Past Research and Content Contributors since inception:**

**Michael Wessel, Jesse Flowers, Mohamad Cheikhali, Eddie Sutton, Dr. Florzelle Fields Jr., and everyone who has contributed over the past 12 years.**

*A very special thanks to our Board of Advisors, the research of graduate students from Creighton University, Salisbury University, University of South Florida School of Business, Nova Southeastern University, Stetson Law School, and the entire Cognitive Resolution Corporation team, whose combined research over 12 years totaled more than 25,000 hours.*