Dispute System Design
Preventing, Managing, and Resolving Conflict

Lisa Blomgren Amsler, Janet K. Martinez, and Stephanie E. Smith

“With its clear analytic focus on design, practice, and ethics, this book should be of great use in professional settings from law, business, and public policy to social work, education, and international relations.”

—Carrie Menkel-Meadow, University of California, Irvine

Dispute System Design walks readers through the art of successfully designing a system for preventing, managing, and resolving conflicts and legally-framed disputes. The authors draw on their decades of expertise as instructors, experts, and consultants to show how dispute systems design can be used within all types of organizations, including business firms, nonprofit organizations, and international and transnational bodies.

This book has two parts: the first teaches readers the foundations of Dispute System Design (DSD), describing bedrock concepts, and case chapters exploring DSD across a range of experiences, including public and community justice, conflict within and beyond organizations, international and comparative systems, and multi-jurisdictional and complex systems. This book is intended for anyone who is interested in the theory or practice of DSD, who uses or wants to understand mediation, arbitration, court trial, or other dispute resolution processes, or who designs or improves existing processes and systems.

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