

Course Syllabus

Course Identification

Practical Skills for Insurance Professionals: Alternative Dispute Resolution (ADR)

Alberta Accreditation Committee Course ID # 59456

Continuing Education Credit Hours: 2 Hours

Class of Certificate: All Classes

Course Description

This course introduces participants to the various forms of Alternative Dispute Resolution (ADR) and illustrates how they integrate with and influence the successful settlement of disputes. Learners improve their understanding of the role of ADR in brokerage and claims file administration and options available before proceeding to litigation.

Learners discover what ADR is, the benefits and advantages v. litigation, Alberta Statute requirements relating to ADR, and commonly used ADR methods. Learners also explore effective strategies and considerations in choosing the most appropriate ADR method.

Course Schedule

Lesson 1	Alternative Dispute Resolution (ADR)	90 minutes
Lesson 2	Choosing the Appropriate ADR Method	30 minutes

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Course Outline

Lesson 1: Alternative Dispute Resolution (ADR)

Learning Outcomes

- 1) *Explain what Alternative Dispute Resolution (ADR) is.*
- 2) *Discuss the benefits and advantages of ADR v. litigation.*
- 3) *Explain the Alberta ADR statute requirements that must be met before parties in dispute can pursue litigation.*
- 4) *Identify and describe the six commonly used ADR methods.*

Topics Covered

1. What is Alternative Dispute Resolution (ADR)?
2. Benefits of ADR
3. ADR: Alberta Statute
4. Common ADR Methods (6)

Lesson 2: Choosing the Appropriate ADR Method

Learning Outcome

- 1) *Discuss effective strategies and considerations in choosing the most appropriate ADR method.*

Topics Covered

1. Effective Strategies, Considerations