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Title: Developing fair negotiation support systems

Abstract: In previous work on mediation and negotiation support systems, we have focused upon using integrative bargaining. When end-users of our family-mediation and plea-bargaining systems have evaluated our systems, they commented that the systems met their personal needs, but not the interests of fairness or justice. For example, in Family Mediation, they meet the interests of the parents and not the children.

For negotiation support systems to be widely used, issues of fairness and justice must be addressed. We are currently developing measures for assessing the outcomes of online negotiation in the legal domains of sentencing, plea-bargaining and family mediation. Such methods will form the basis of a new model for evaluating fairness and consistency within online dispute resolution systems. This model will inform the construction of fairer and more consistent systems of IT based negotiation support.

We conclude by discussing a new project we are about to commence focusing upon developing negotiation support systems that promote constructive relationships following disputes.