



## Whose Job Is It Anyway? Preparing Arbitrators for Consumer Dispute Resolution Programs

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In many respects, we have entered into a golden era in the evolution and study of conflict resolution. One of the most obvious examples of this new era is the significant growth of conflict resolution programs in institutions of higher education. The purpose of this article is to examine the current state of university and law school conflict resolution programs. We then offer some conclusions and recommendations for addressing what we believe to be the critically important role academia can and should play in training arbitrators.

Our review of academic programs suggests that the array of offerings has grown substantially and includes credit courses, clinics, degree programs, and certificates in conflict resolution. At our own institution, Cornell University, the response by our student body to opportunities for studying conflict resolution has overwhelmed our current capacity to meet their needs and interests.

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