



The Chartered Institute of Arbitrators (CI Arb) is committed to promoting all forms of effective dispute resolution and the benefits that brings to society and economies across the world.

Our commitment to effective dispute resolution will ultimately enable us to:

- Realise our vision of a world where disputes are resolved promptly, effectively, and creatively using a variety of techniques;
- Deliver on our mission to be the inclusive global thought leader on all forms of dispute resolution, promoting and facilitating the creative and effective resolution of disputes, supporting equality, diversity, and inclusion, and ensuring practitioners are highly trained and comply with professional standards and ethical rules.

Strategic Aim 1: Globally promote the constructive resolution of disputes

In summary – We will:

- Promote the benefits of constructively resolving disputes and the value this brings to society and to the economy;
- Differentiate CI Arb members' expertise resulting from their CI Arb training and compliance with professional standards and ethical rules;
- Train non-members to understand the benefits of using effective dispute resolution, encouraging them to use such methods to resolve disputes at work; and
- Work collaboratively, partnering to promote all forms of effective dispute resolution across the globe.

Strategic Aim 2: Be a global, inclusive thought leader

In summary – We will:

- Influence those with a key role in shaping dispute resolution across the world by being recognised as the thought leader on all forms of effective dispute resolution and as the home for all dispute resolution professionals, irrespective of discipline;
- Reinforce the rule of law and access to justice by raising global awareness and support any projects which use all forms of effective dispute resolution;
- Enable greater access to all forms of effective dispute resolution through the use of innovation and technology;
- Identify through horizon scanning, trends affecting all forms of effective dispute resolution; and
- Raise professional standards by continuously developing guidance and rules.

Strategic Aim 3: Develop and support an inclusive global community of diverse dispute resolvers

In summary – We will:

- Support our members' career progression by providing accessible, relevant, and high-quality training and development, enabling them to innovate, differentiate, and compete in changing markets;
- Grow our membership by targeting the provision of information, products, and services;
- Respond to the diverse and individual needs of our members by building our understanding of their roles, career stage, priorities, and specialisms;
- Support our branches to grow, network, develop expertise, and share information through active communication and engagement;
- Highlight the significant contribution of CI Arb members; and
- Encourage and support equality, diversity, and inclusion, enabling the best candidates to join CI Arb and the dispute resolution progression regardless of their background.

How we will measure our success and impact:

- Report our results against detailed outcome measures;
- Measure our success by asking our members how they think we are doing.

