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# AAA-ICDR® to Launch AI-Native Arbitrator, Transforming Dispute Resolution

**NEW YORK—Sept. 17, 2025—**Furthering its commitment to deliver AI-driven solutions that transform how legal issues are resolved for better, the [American Arbitration Association®—International Centre for Dispute Resolution® \(AAA-ICDR\)](#) today announced it will release an AI arbitrator to deliver fast, cost-effective, and trusted dispute resolution.

The AI arbitrator will first be available in November 2025 for documents-only construction cases, a high-volume area where efficiency and speed are essential.

Grounded in legal reasoning as the foundation for its decision-making, the AI arbitrator was trained on actual arbitrator reasoning from AAA-ICDR construction cases and calibrated and trained with human arbitrator input. With each step of the dispute resolution process, the AI arbitrator will evaluate the merits of claims, generate explainable recommendations, and prepare draft awards that will be benchmarked to maintain alignment with expert human legal judgment. A human-in-the-loop framework embeds human arbitrators to review reasoning, evaluate and, if needed, revise AI-driven outcomes before a decision is finalized, and validate results, safeguarding trust, transparency, and due process.

Trained on more than 1,500 construction awards and refined with expert-labeled examples in preparation for use in construction cases, the AI arbitrator will use a structured legal prompt library and conversational AI to deliver clear, legally sound draft awards. Testing used agile methodologies and continuous feedback on every phase of the process from construction attorneys and trained arbitrators from the AAA-ICDR Construction Panel to enhance both accuracy, usability, and trust.

“The legal industry has long been cautious about adopting new technologies, but as demand for fair, efficient, and accessible justice grows, innovation is no longer optional – it is essential,” said Bridget Mary McCormack, president and CEO of the AAA-ICDR. “Now is the time to embrace AI to drive positive change through speed, efficiency, and accuracy. Our AI arbitrator can deliver timely and transparent outcomes that meet the speed of today’s society. For nearly 100 years, people have trusted us to resolve disputes fairly, and today we carry that trust forward by transforming arbitration to meet the demands of a digital-first world.”

“With our AI arbitrator, we set out to create a solution that can emulate human judgment, and with human arbitrator validation can provide a whole new path to dispute resolution,” said Diana Didia, EVP and chief technology and innovation officer of the AAA-ICDR. “By drawing on nearly a century of ADR expertise and our experience bringing innovative AI solutions to alternative dispute resolution, we built a platform that delivers consistent, transparent results where human legal reasoning is the foundation for the AI’s functionality. Just as importantly, we placed ethics at the center, supported by strict governance, AI standards, and robust validation frameworks, because trust and accountability must guide every innovation in justice.”



Support for additional industries, dispute types, and higher value claims will follow in 2026.

The digital dispute resolution center and AI arbitrator were developed in collaboration with QuantumBlack, AI by McKinsey.

The AAA-ICDR will share additional information about the AI arbitrator and will preview the platform at the Future Dispute Resolution-New York Conference on Thursday, October 9 at the Cardozo School of Law. To register for the event, click [here](#).

#### **About the American Arbitration Association**

The not-for-profit AAA is the leading alternative dispute resolution service provider. It has administered more than eight million ADR cases since its founding in 1926. With offices throughout the United States and Singapore, the AAA provides organizations of all sizes in virtually every industry with ADR services and products. For more information, visit [www.adr.org/](http://www.adr.org/).

#### **About the International Centre for Dispute Resolution**

The International Centre for Dispute Resolution is the international division of the AAA and the largest international provider of dispute resolution services. Established in 1996, the ICDR serves parties from over 100 countries with multilingual staff experienced in international dispute resolution proceedings and a roster of over 725 arbitrators and mediators. For more information, visit [www.icdr.org](http://www.icdr.org).