

RECHT OHNE STREIT

Project evaluation report 2023



January 2024

<https://rechtohnestreit.de>

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I. PROJECT DESCRIPTION

It has long been lamented that people often fail to take advantage of opportunities to resolve conflicts in a way that both serves their interests and conserves resources, because those affected do not know, or do not fully understand, what is available, and do not know how to access it. As a result, they either do not pursue their claims or engage in often lengthy legal proceedings, even though they could have found quicker and cheaper solutions through negotiation or third-party mediation.

The **RECHT OHNE STREIT** research project aims to investigate whether legal design can be used to direct people who feel that their rights have been affected by a legal dispute to alternative dispute resolution (ADR).

The working title, which roughly translates as “*justice without contention*”, is intended to express the fact that this is not a matter of renouncing rights, but of self-determined legal arrangements through negotiation.



After about two years of preparatory work, iterations of prototypes and presentations in specialist circles, the system was released as an MVP (*minimum viable product*) for public testing in early 2023.

The project received positive feedback from professionals, including lawyers, mediators, and arbitration bodies. However, obtaining responses from non-professional users initially remained a challenge.

Despite several publications and support from information multipliers, it proved difficult to publicise the project to the actual target groups, i.e. people affected by conflicts. This changed in June 2023 when legal protection insurer ROLAND Rechtsschutzversicherung agreed to refer its website visitors to **RECHT OHNE STREIT**.

Dozens of suggestions for improvement were considered and incorporated into the test version on an ongoing basis or utilised in other ways so that changes and improvements could be evaluated directly.

This report summarises and evaluates the experience gained up to November 2023.

Concept

At the core of the project is an **interactive online platform** that ...
... **assists** those affected by conflict to look at their situation from a perspective free of legal positions and emotional bias,
... **informs** them about the possibilities of actively and autonomously seeking solutions,
... **motivates** them to use these, and
... **supports** them with practical advice.

In contrast to conventional interactive navigation systems, the aim is not to guide users to a particular procedure, but to enable them to make an **autonomous decision** about the path to take – offering a **low-threshold approach** and **information relevant to their situation**. The methods applicable to a certain conflict and to the objectives set (from co-operative negotiation, facilitation, mediation and conciliation to evaluation and decision-making procedures) are **clearly explained** and their potential is illustrated with **case examples**. Information on **costs and providers** is provided, but above all it is shown how the goals identified in the interactive clarification of objectives can also be achieved through **flexible procedural designs**.

In addition, users are **supported and guided** in their chosen path. They learn how to get the conflicting parties to participate, how to identify and engage third parties to act as intermediaries, what to

look out for in order to reach a legally secure agreement, and what to do if the other side does not cooperate.

RECHT OHNE STREIT

Rechtliche Konflikte lösen ohne Streit vor Gericht:
RECHT OHNE STREIT weist den Weg – kostenlos und unabhängig

1. Benennen Sie Ihren Konflikt
2. Machen Sie sich Ihre Interessen klar
3. Lernen Sie geeignete Wege kennen
4. Folgen Sie den empfohlenen Schritten

[Zum Konfliktlotsen](#)

Wissenswertes und allgemeine Informationen über alternative Konfliktlösung in der [Infothek](#)

As not all users can be expected to be ready to explore their interests in depth immediately, the system also offers the possibility of accessing only **general information** on the options available for resolving the conflict in a specific case (some may wish to seek individual advice at a later stage). In addition, professional advisers, teachers and managers can access **practice-oriented knowledge** on all aspects of alternative dispute resolution in an information centre designed as a digital encyclopaedia.

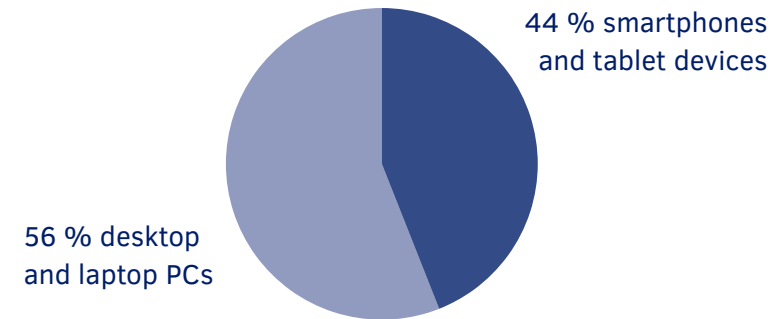
System design principles

Empowerment	Users shall not be automatically led to a certain result, but should be enabled to select the best solution for themselves (not a “ <i>conflict-o-mat</i> ”, but an “autonomy enhancer”).
Transparency	Users are to be objectively informed about all aspects of the different dispute resolution mechanisms and be able to see the reasoning behind the system's recommendations (no “black box”).
Neutrality	All resolution options – from bilateral negotiation to all forms of ADR to litigation – are presented objectively. There is no referral to or promotion of individual service providers.
Openness of methods	Users will not be given the impression that they have to choose one particular procedure. They are offered a low-threshold introduction to consensual conflict resolution and shown that the process can be tailored to their needs.
Lay-friendliness	Legal or social science jargon is avoided as far as possible. The aim is to create the perception of a dialogue, not of teaching abstract knowledge. Icons, graphics, playful elements and videos are used to enliven communication with the system. Users should be able to get started without the need to agree to liability waivers, data collection, the use of cookies or costs.
Universality	All types of conflict should be covered, whether in private life, at work or in business, naturally with a tailored interaction flow.
Variability	The system does not impose a fixed sequential order. Users can choose what they want to know more about, go back, change entries, start parallel searches, etc. Visitors in a hurry need to be intercepted and guided to appropriate results, as do those who are ready to delve deeper into the system.
Functionality	The system must be easy to use and not too complex (despite the complexity of the subject matter). Users must be able to easily navigate, save, print, share or forward important findings.
Accessibility	Access to the system should be as universal as possible. The design follows the “mobile first” paradigm (primarily designed for use on smartphones; large screens and input devices are optional) and is optimised for technical accessibility in accordance with applicable standards.
Data minimisation	No personal user information is collected. Neither tracking nor data transfer to other servers takes place; only cookies that are absolutely necessary for technical reasons and do not require consent are set.
Technical robustness	A flexible architecture, based on a design system (centrally created and consistently used design elements), with as little technical complexity as possible and an editorial system with a solid data structure.

Evaluated sessions

The website rechtohnestreit.de was accessed by 606 interacting users during the test period. However, a significant proportion of these, estimated at around half, probably only used the system for testing purposes and not for a real search for a solution. The following analysis is therefore limited to 265 users who were directed to **RECHT OHNE STREIT** by the customer management of their legal protection insurer. This allows reliable conclusions to be drawn about the functionality of the tool, but does not permit any statement to be made about the acceptance of the service by all those affected by conflicts.

Of these 265 visitors, 213 entered the conflict selection. 44 % used mobile devices. The vast majority of conflicts (about 96 %) related to the private sphere; only a few users indicated that they were affected by the conflict as entrepreneurs or freelancers.



Distribution of requested conflict types for private users

Rental agreement	15,1 %
Employment relationship, existing	11,6 %
Employment relationship, termination	9,6 %
Sales contract	9,6 %
Craftsperson contract	8,2 %
Compensation for damages	7,5 %
Family	6,8 %
Neighbourship	6,8 %
Home ownership	6,2 %
Membership	4,1 %
Inheritance	2,0 %

Expert feedback

Many were in favour of the creation and publication of a platform along the lines of **RECHT OHNE STREIT**.

The fact that those seeking legal advice receive well-founded information on possible courses of action based on their specific situation and not influenced by the interests of any one provider was rated positively by the professional users. It was noted that the conflict guide is not an offer that leads to an optimal result in just a few seconds, but that this cannot be expected given the complexity of the subject matter and the subjective components. It is an advisory tool which enables an informed decision to be made and which requires those seeking advice to do more than just make a few clicks; reading text is an essential expectation. There is a tension between reduction and differentiation, which is not easy to resolve and depends very much on the users the service is directed at (age, level of education, etc.). For example, it would not be possible to reach the clientele of social services directly, but the tool would have to be incorporated into the counselling activities of professionals. Many of those affected by the conflict may also find the information too extensive and too academic. The tool is primarily aimed at a specific group of users, i.e. people who are prepared to engage intensively with their conflict, and not at (prototypical) internet users who want quick information. It might be advisable to create a separate track for such users right from the start page.

The design of the platform was well received by many professional users, with the use of pictograms, an unobtrusive font, a clear page layout and a personalised approach that removes the inhibitions that exist, for example, on stiff government websites. The simple presentation, which avoids distraction through restrained use of colour and illustration, was well received by most of the feedback, with only a few suggestions to use a little more colour.

Navigation was found to be simple and straightforward. The capacity to expand and go back is very good. The variety of conflict resolution methods is presented in a clear and informative way.

Some lawyers expressed that it can be worthwhile to refer their clients to use the interactive portal as well, not least in order to illustrate and reinforce the lawyer's role in conflict resolution. It was also noted that **RECHT OHNE STREIT** can be a valuable educational resource.

A family psychology expert praised the ease of access and clear information, as well as the limitation to six “most important goals”, as this leads to a sensible structure. She recommended adding a link where further information could be requested in a personal dialogue with a specialist. This would provide even more information about the individual situation and an impression of the personality of the enquirer, so that the course for the appropriate conflict resolution procedure could be set even better.

A tester who works in the field of conflict counselling suggested increasing the communicative element to create even more trust among users, e.g. by giving them the option to write a short text about their problem at the beginning of the 20 questions (or to identify their problem from a list of typical constellations). They would then be more likely to talk about “their” conflict and not become impatient because the questions might be perceived as too abstract.

Based on his own experience as a conflict counsellor, one tester pointed out that it would be important to give users the opportunity to contact someone at a low threshold who would take them by the hand, so to speak, and support them in taking the next steps.

Different opinions were expressed on the working title of the project: “*Recht ohne Streit*”. In some cases, it was seen as very appropriate because it addresses (also) those affected by the conflict who are concerned with protecting their rights and arouses interest in how this goal can be achieved without litigation. However, it was also criticised, particularly by mediators, because it could give the impression of legal advice.

For further development, it was suggested that the platform should also be linked to assistance in accessing legal protection in court and general legal advice. Direct links to individual providers (notaries, lawyers, mediators, arbitration centres, etc.) or free advice services as well as a European version or at least a version adapted for other countries should also be considered.

It was suggested that the tool should be promoted to the younger generation through social media appearances.

This feedback, as well as numerous comments and suggestions on specific points of content organisation, are addressed in the following evaluation and considerations for further development (p. 25).

II. EVALUATION

The following section discusses the findings of the trial phase in relation to the achievement of the project objectives and the use of legal design in conflict counselling.

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1. Conflict advice via an interactive online platform is possible and necessary, but places high demands on design and functionality

The testing of the *RECHT OHNE STREIT* conflict guide has shown that people affected by a legal conflict can be won over to a digital counselling service. However, the diversity of conflict situations and personality structures requires a highly differentiated user guidance.

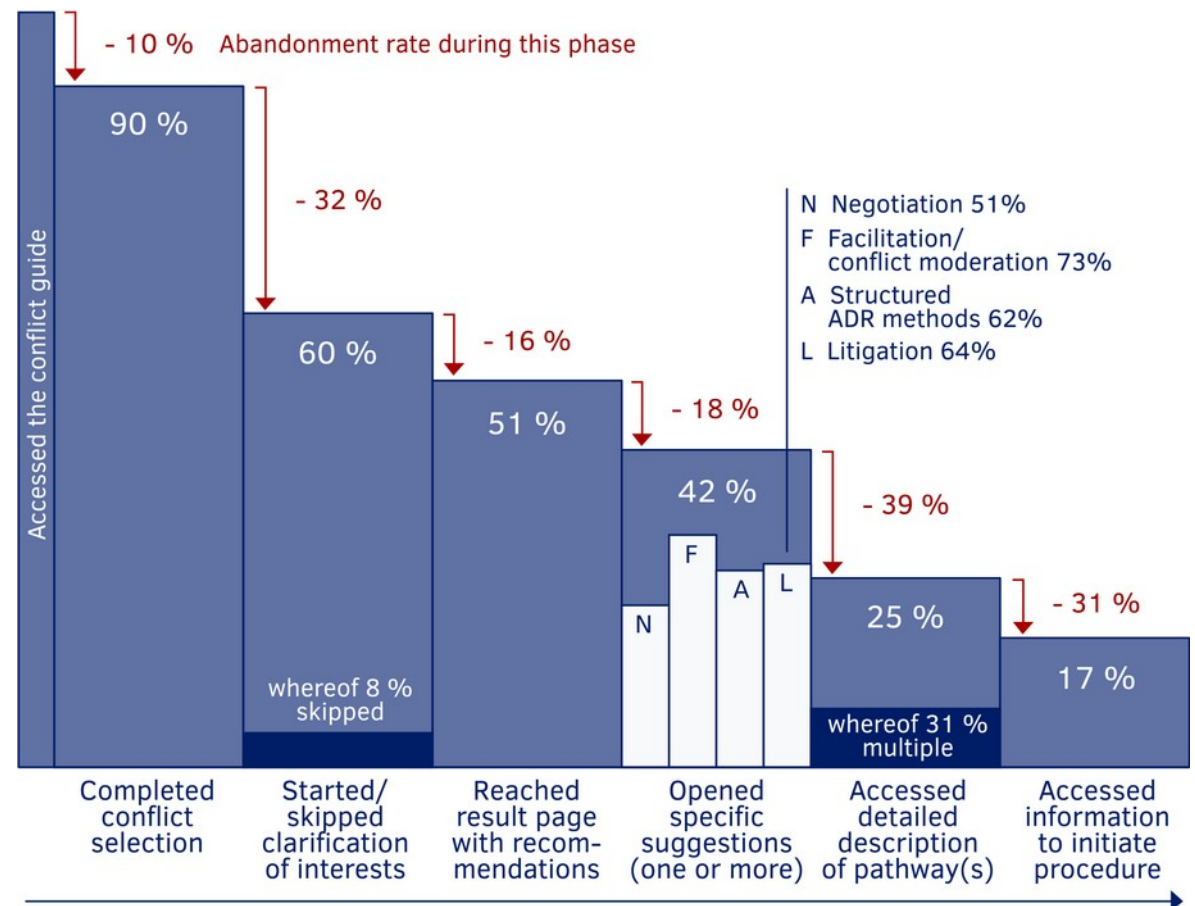
It became apparent that even parties to a conflict who had already decided to use their legal protection insurance could be motivated to use the conflict guide. This is even more likely for conflicts that are not covered by such insurance. The importance of digital procedural advice was also confirmed by numerous expert responses. The motivating, approachable and outcome-neutral concept of *RECHT OHNE STREIT* was rated very positively.

The fact that users are not steered towards a particular approach, but can make an informed decision about the options available (focusing on the least burdensome and most flexible approaches), and are then supported in implementing their decision, was recognised as a valuable unique selling point. In practice, however, the process has too often been abandoned before the final results are displayed. As a result, the system needs to be tailored even more closely to the individual circumstances of users. There are plenty of ideas for further development.

2. Promoting procedural autonomy leads to manageable complexity in user guidance

The central goal of the project, to guide users towards self-determined conflict management (instead of ready-made solutions or rankings of different approaches), can be achieved in the tried and tested way. However, the information and motivation required to do so contradicts to some extent the user's goal of finding a solution with little time and mental effort.

While the results of the test phase show that the conflict guide provides appropriate and useful procedural suggestions when the tool is used in depth, a significant proportion of visitors drop out before reaching the results overview (only 57 % of those who complete the conflict selection reach this overview).



The drop-out rates in the individual phases are in part typical for internet applications, but nevertheless show that the multi-stage guidance – due to its design or simply due to the length of the required interaction – leads only a small proportion of visitors to a concrete recommendation for action.

Some testers were initially irritated by the fact that the user did not receive a weighted recommendation as a result of the clarification of objectives survey, but rather a selection of options that were explained in more detail, as they approached the system expecting a “choice-o-mat” (referring to the “*Wahl-o-mat*”, a popular voting advice application in Germany, developed by the Federal Agency for Civic Education, *Bundeszentrale für politische Bildung*). However, the fact that the purpose of the tool is specifically to enable the person seeking advice to make an autonomous, informed decision about the path that is right for them was then generally understood and accepted. However, it was also felt that a clearer weighting might satisfy the wishes of many visitors, and it was suggested that this could be achieved through the order of recommendations or graphical elements (e.g. colour or bars). It may also be possible to compare the advantages and disadvantages of the methods more clearly.

The test phase has shown that the didactic approach works on its own, but does not reach a significant proportion of users. It will be necessary to investigate whether this can be countered by further reducing complexity, e.g. through alternative navigation paths, shortcuts, etc. Further experimentation could also be conducted with managing expectations when introducing users to the system.

3. Universal coverage of all conflict types requires more modularity than a systematic decision tree

A universal conflict guide actually needs a flexible, modular building block system to be able to offer the right course of interaction depending on the type of conflict. Ideally, the path to the proposed resolution would be not only conflict-specific but also user-specific, and the software would “listen” to the user rather than requiring them to categorise their needs.

A cornerstone of the concept is the four-stage flow: conflict selection, clarification of objectives, presentation of dispute resolution mechanisms, details and instructions for a chosen pathway. However, the assumption that a standardised sequence could be used for all types of conflict was challenged early in the project: Test runs and feedback showed that further variability would be necessary. Mapping the counselling logic is more complex than initially expected.

While working on the prototype, it became clear that there are conflicts for which a solution can be offered directly (but which in some cases still require a link to procedural descriptions). This has already been implemented for some categories of consumer disputes, for example. The fact that users are directed straight to the appropriate body without further questions was considered to be very appropriate (although the pilot function of the “Universalschlichtungsstelle des Bundes”, the federal General Conciliation Body in Germany, could be utilised even more effectively). In the case of family conflicts, the overlap of relationship and financial issues could be better taken into account, the conciliation body procedure could be more clearly integrated in the case of internal company conflicts, etc.

In this context, it could also be examined whether the categorisation for selecting the type of conflict could be modified in a user-friendly way, possibly by extending the search function, by a dialogue-based design or by allowing free text entries.

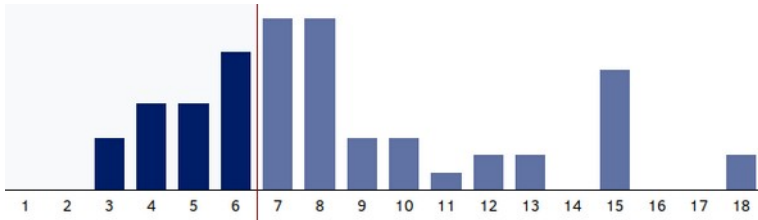
4. The approach of an interactive clarification of objectives works, but there is room for improvement

The fact that users have to click through up to 20 questions to clarify their objectives seems less problematic than some had feared. Users who are engaged also move swiftly through the questionnaire - rather too quickly for thoughtful consideration and weighing up. This is where the medium of the internet reaches its limits; the information presented following the enquiry is therefore important. Special attention will have to be paid to user motivation to prevent early abandonment. This could be countered by offering alternative paths of use or developing a more dialogue-oriented user interface.

Thorough clarification of objectives is an indispensable basis for sound procedural advice, but it cannot be its only component. Information about the possibilities and conditions for the realisation of interests is crucial. This is precisely the aim of the *RECHT OHNE STREIT* concept.

From the functionalities of the different conflict resolution procedures, a list of interest variables was developed, of which almost 20 variables are asked, depending on the type of conflict. Limiting the options to the three categories “not so important”, “rather important” and “absolutely important” was very much appreciated. The statistical data also show that users generally coped very well with this.

Questions were repeatedly raised as to whether users might feel overwhelmed by the large number of questions when clarifying their objectives. It was suggested to reconsider whether, at least for certain types of conflict, the questionnaire could be focused on fewer aspects (e.g. degree of personal responsibility, degree of legal orientation) by presenting other factors for informational purposes only. The statistical analysis only partially supports this fear: 83% of those who start the clarification of objectives survey complete it (slightly less for mobile users). In a subsequent survey, 79% rate it as “easy” and 21% as “difficult”. However, the fact that only 62% of users who have selected a conflict go on to clarify their objectives suggests that it is not the number of variables that is the problem, but that there may be a greater need for some kind of shortcut.



Distribution of the total amount of “absolutely important” objectives submitted by users after they clarified their objectives.

Some people have criticised the fact that users are asked to reduce their choices to a maximum of six after working through the many questions. In fact, two-thirds of users did not respond to this prompt, which is only intended to encourage them to think about prioritising their objectives, but does not prevent the conflict guide from progressing. Whether such a prioritisation prompt is relevant and how it might be improved remains to be investigated.

The frequency of expressions of interest provides an extremely interesting result in terms of conflict theory:

Distribution of selected objectives (sorted by frequency of selection by users)

Emphasising the other side to be wrong	77%	Recognition of achievements	25%
Sustainable, long-term resolution	72%	No meeting with the other side	25%
Quick solution	70%	Preservation of reputation	25%
Solution acc. to existing legal situation	66%	No collection of evidence	21%
Neutral suggestions	62%	<i>Contract continuation*</i>	18%
Low costs	54%	Confidentiality	16%
Expert assessment	54%	Overall regulation	15%
Enforceability	51%	<i>Maintaining parental relationship*</i>	7%
Self-determination	41%	<i>Child welfare*</i>	3%
Fair balance of interests	39%	<i>Severance pay for job loss*</i>	3%
Maintaining the relationship	33%	<i>Continuation of ongoing project*</i>	2%
Mutual satisfaction	33%	<i>Preservation of workplace*</i>	0%
Orientation towards the interests	26%		

** Variables in italics were only available for selection in certain conflict categories.*

Legal orientation, sustainability, speed, cost savings and enforceability are at the forefront; the interest in proposed solutions or expert assessments also far outweighs typical mediation objectives such as self-determination, balancing of interests, maintaining relationships, satisfaction, recognition and the like. This result, which reflects the prevailing conflict culture, confirms the basic idea of **RECHT OHNE STREIT**, which is not to present a procedural recommendation automatically generated from the input, but to encourage the conflict party to choose from several possible paths through reflection, motivation and information.

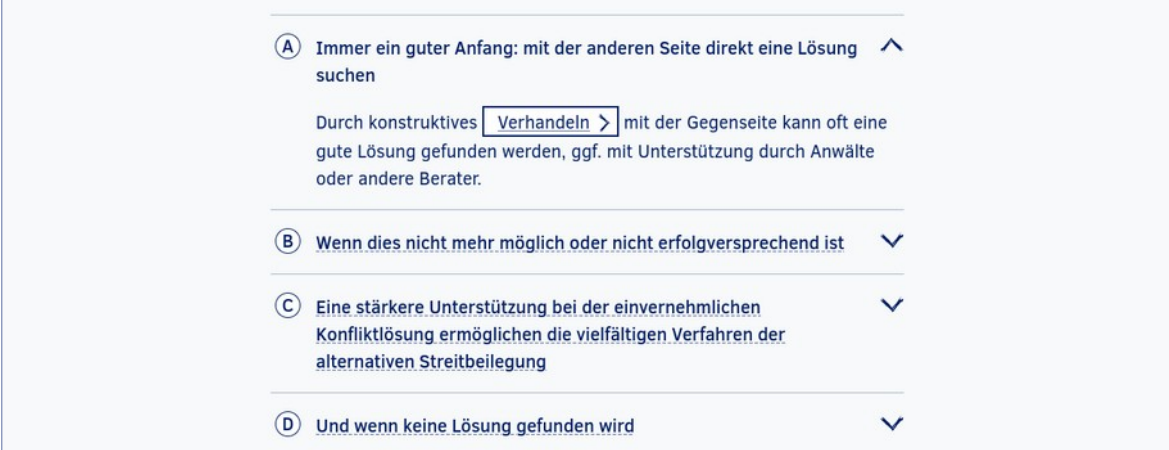
Some comments from practitioners suggested that the interest in a “solution according to the existing legal situation” is often expressed because the parties to the dispute want to avoid an unlawful outcome or because they fear that their bargaining position could be weakened by a lack of knowledge of their legal rights (e.g. in the consumer field). This is due to insufficient awareness of the organisability of private law relationships and could perhaps be addressed more clearly in the procedural explanations.

5. The layered presentation is user-friendly and supports algorithmic transparency

The division into essential (immediately displayed) and in-depth (hidden in expandable elements) content requires constant cooperation between the editorial and design teams in order to ensure correct information content on the one hand and seamless user guidance on the other. Successfully implemented, this presentation also allows the otherwise hidden logic of the underlying algorithm (“why is this option displayed here”) to be made transparent.

So-called “layered elements” (content areas that can be opened but are closed by default) are used throughout the website in order to reduce the information content of individual views to the essentials. More in-depth or detailed information can then be accessed as desired.

This form of presentation is particularly relevant on the results page with the corresponding pathway suggestions: 82% of those who land on this page interact with at least one of the elements. The usage data clearly shows that this form of interaction is understood and used; the interaction rate is even higher for mobile users, where this metaphor is more widely used in general.



The screenshot displays a list of four suggested pathways, each with a lettered icon (A, B, C, D) and a right-pointing arrow. Pathway A is expanded, showing a text block with a highlighted button labeled 'Verhandeln >'. Pathways B, C, and D are collapsed, showing only their titles and downward-pointing arrows.

- A** Immer ein guter Anfang: mit der anderen Seite direkt eine Lösung suchen
Durch konstruktives **Verhandeln >** mit der Gegenseite kann oft eine gute Lösung gefunden werden, ggf. mit Unterstützung durch Anwälte oder andere Berater.
- B** Wenn dies nicht mehr möglich oder nicht erfolgversprechend ist
- C** Eine stärkere Unterstützung bei der einvernehmlichen Konfliktlösung ermöglichen die vielfältigen Verfahren der alternativen Streitbeilegung
- D** Und wenn keine Lösung gefunden wird

The layered presentation of suggested pathways provides clarity and continues the paradigm of interactive user guidance.

6. Lay-friendly presentation of ADR is possible, but resource-intensive

The iterative development of content and its presentation with the involvement of non-lawyers is essential for a lay-friendly service. These should then be tested with the target group. The resources required must not be underestimated: in addition to the complexity of the concept, the design of the content is the second most important measure of success.

Simplification to a level suitable for non-lawyers must not come at the expense of accuracy. Starting with draft texts focused on factual accuracy, these were iteratively revised and thus slowly simplified. Collaboration between lawyers and designers proved particularly effective. However, presenting legal content in a generally understandable way is extremely resource-intensive: visual or animated presentations are particularly effective, but also particularly time-consuming.

While the design of the content in the pilot was praised, it had to be acknowledged that further simplification would require significant resources, particularly given the volume of content.

The centrally managed glossary, initiated during the prototype work, is another tool for communicating specific concepts and facts in an easy-to-understand way: its explanations can be linked to from individual text passages throughout the website. This prevents texts from being overloaded with repetitive explanations.

7. The use of playful elements is a balancing act between seriousness and user experience

In a concept that requires a high level of user engagement, gamification can be a motivational tool. It is possible that the conflict guide could benefit even more from a dialogue-based design and perhaps even an implementation similar to a computer game. It should be noted, however, that alternative methods of use would then be required even more urgently as not all users would accept such concepts. Hiding the form logic behind a path of buttons worked very well.

The utilization of playful elements for serious services is controversial. Our cautious approach – a “conflict guide” mascot that engages users and illustrates the progress of the application on a visual timeline – was generally well received. Overall, a more neutral look was initially chosen for the test version in order to test a system that was as neutral as possible.



The design of the user interface as a (formalised) dialogue between the user and the tool was also well received. The “form metaphor” – selecting and clicking “Next” – that is so prevalent in comparable offerings was deliberately replaced by direct clicking of response buttons; this solution worked recognisably well and was favourably received.

The screenshot shows a form titled "Der Konflikt betrifft mich ...". It has two main options, each in a box with a right-pointing arrow:

- ...als Privatperson**
z.B. im persönlichen Bereich (Familie, Nachbarschaft usw.) oder in einer Vertragsbeziehung (Kauf, Miete, Arbeit, Bank, Versicherung usw.)
- ...als geschäftlich oder freiberuflich Tätigen**
z.B. in Beziehung zu anderen Unternehmen (B2B) oder Kunden bzw. Klienten (B2C) oder innerbetrieblich

8. The need for competitive neutrality and quality assurance limits the extent to which guidance can be provided on specific intermediary services.

Direct access to individual service providers could only be provided by a platform that is not bound by the requirement of competitive neutrality and that assumes responsibility for quality assurance. This would be possible if the platform were taken over by an appropriate organisation. It would also be possible to set up a network of non-commercial process advisers to whom platform users could turn directly.

It would be useful (and has been requested on several occasions) for the platform not only to point the way to an applicable mechanism, but also to a person or organisation that is needed to implement it. However, in order to maintain its scientific independence, *RECHT OHNE STREIT* has refrained from referring to commercial providers. Reference is only made to lists of associations, chambers, etc. and to websites or directories of state or state-recognised institutions. Direct links have been requested by both users and providers.

▼ [Wie läuft das ab?](#)

^ An wen kann man sich wenden?

Mediation wird zumeist auf freiberuflicher Basis von hierfür speziell ausgebildeten Personen mit unterschiedlichen Grundberufen (Juristen, Psychologen, Sozialpädagogen, Ingenieure, Betriebswirtschaftler u.v.m.) angeboten.

Viele von ihnen haben sich in Verbänden zusammengeschlossen und auf die Einhaltung bestimmter Aus- und Fortbildungsstandards verpflichtet; der Kontakt kann über Listen auf den Webseiten der Verbände hergestellt werden (Links mit Suchfunktionen nachstehend in der Schritt-für-Schritt-Anleitung).

Auch Rechtsanwälte, Notare, Schlichtungsstellen, Kammern, Verbände und manche Rechtsschutzversicherungen bieten Mediation oder die Vermittlung von Mediatoren an.

Verzeichnisse von Mediationsanbietern (mit Suchfunktionen) finden Sie im nächsten Schritt.

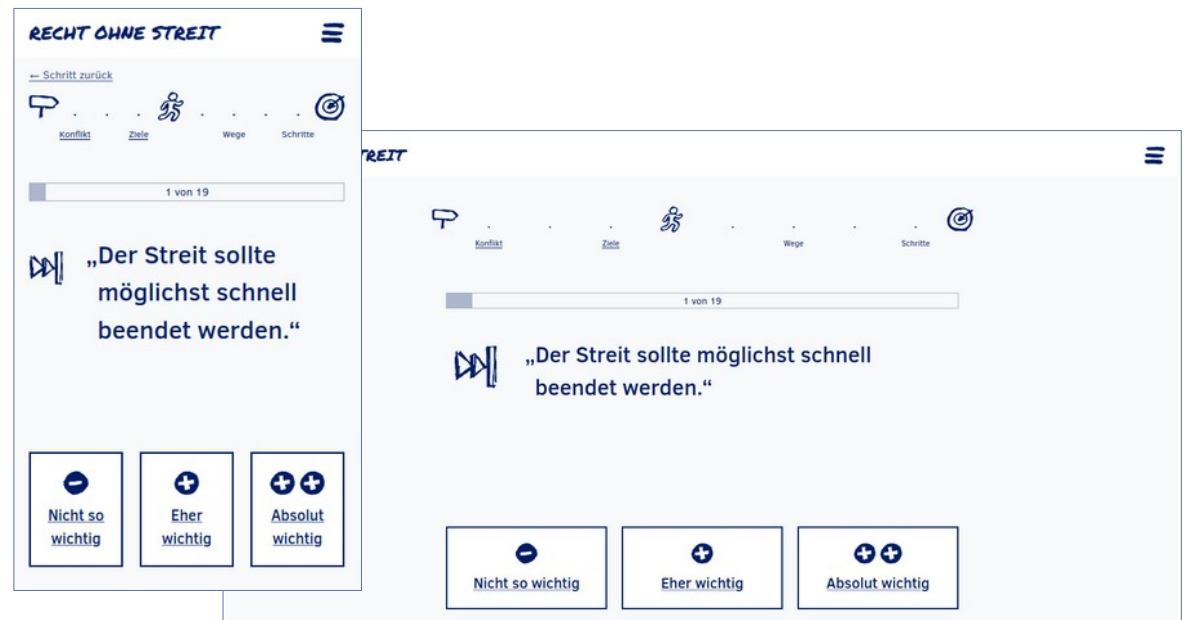
▼ [Was kostet das?](#)

9. “Mobile first” design is essential for an audience-centric offering

Many people now use web services on handheld devices. For a low-threshold information service like *RECHT OHNE STREIT*, a device-independent design is essential. Our test run proved that even complex processes can be represented.

Creating websites that require a large screen or a mouse is not up to date. *RECHT OHNE STREIT* has therefore been optimised from the outset for use on mobile devices.

44 % of visitors from the cohort affected by a conflict used a mobile device (27 % of all users, including presumably many professional visitors with office PCs). As expected, the bounce rate from the home page was slightly higher, but there were only minor differences in content interaction, and in some cases even better performance. However, particularly complex parts of the process led to measurably higher abandonment rates, which suggests a need for further refinement of the design.



10. “Equal access to justice” is only possible if the digital tools provided for this purpose can be used by everyone.

The work on the project has shown that technical accessibility requires little additional effort if it is considered from the outset and monitored on an ongoing basis. The standards have also not had a negative impact on design options. However, adequate resources would be required to fully meet all the criteria.

Services that are not designed to be accessible exclude people, which would be contrary to the ideal of “access to justice for all”. *RECHT OHNE STREIT* has therefore been developed from the outset with technical accessibility in mind, in accordance with EN 301 549 and the WCAG standards, ensuring operability for people with different abilities and/or devices. Depending on the service provider, this may even be a legal requirement - for the public sector already today, for many private sector players from June 2025 when the European Accessibility Act (EAA; in Germany: Barrierefreiheitsstärkungsgesetz, BFSG) comes into force.

Due to limited project resources, the website currently in test mode can only be formally considered “low-barrier“ as it could not be fully optimised. However, this could be achieved with reasonable effort.

“Accessibility” in a broader sense can also be improved, for example by enhancing usability in general. For instance, it would be conceivable to offer direct read-aloud functions and the like for users who have difficulties with written text. Ultimately, all aspects of point 7 (“lay-friendly presentation”) are conducive to universal usability.

11. Data minimalism reduces risks for users and providers, but requires corresponding processes (and compromises)

A website like *RECHT OHNE STREIT* can be easily implemented with privacy-friendly solutions. While it is straightforward to avoid externally loaded resources and the like, accurate traffic analysis is a solvable challenge, but has its limitations. Data minimisation as a goal requires constant oversight, but in return avoids a lot of effort and risk related to compliance (GDPR) and technical maintenance.

A service that acts as a point of contact for people with legal conflicts must ensure that no third party (especially commercial or advertising providers) can use the website to create a profile.

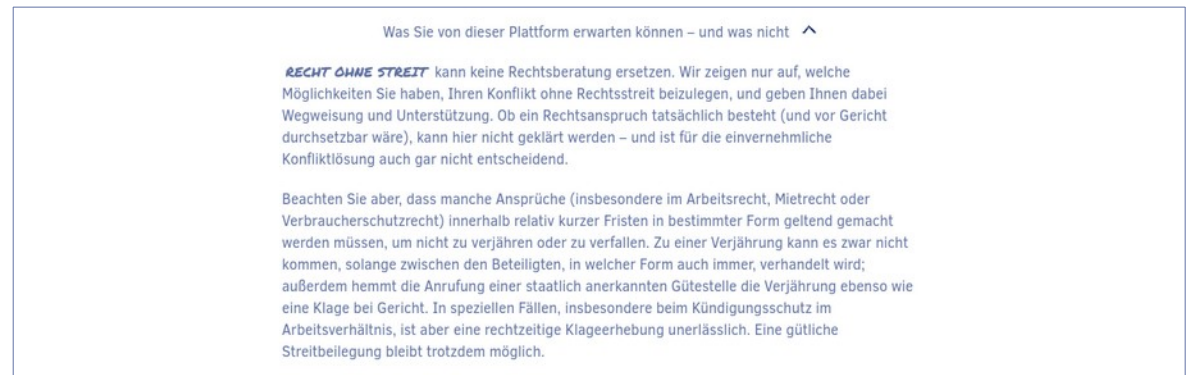
The implementation in the test version was a successful test run to show that a tool in this form can be created without external dependencies (no loading of data via third party servers or integration of external content). The absence of cookies requiring consent creates trust and eliminates the unpopular cookie banners, a strict referrer policy does not reveal to linked sites that users come from *RECHT OHNE STREIT*, and URLs without interest variables (these are stored in a technical session cookie) allow the address to be shared with conflict opponents without revealing the chosen objectives.

Visitor analysis is performed using a custom server-side tool that collects less data than traditional server log files, does not access information on the device (no consent required), and does not allow IP addresses or other personal information to be traced (through a non-reversible, short-lived ID).

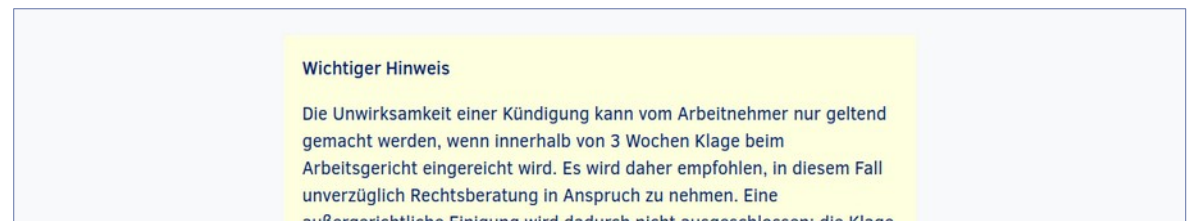
12. The design approach makes it possible to unveil “legal ways of thinking”

Legal design means questioning habits, developing alternative solutions and, above all, not burdening users - especially non-lawyers - with what seems to be relevant only to lawyers. Disclaimers, references to legal requirements, etc. can often be easily shifted into a context that does not make a web tool look like a contract template.

A large number of the reference projects evaluated, for example, greet users with a very formally presented disclaimer, often requiring them to tick a box to confirm this before they can even see the actual tool. **RECHT OHNE STREIT** has deliberately adopted the user's perspective and placed formal legal requirements in an appropriate context. This form of design has not caused any practical problems in the legally compliant implementation of the project.



On all views of the application, a footer presents general user information along with a liability disclaimer.



Specific contextual legal notes are presented where applicable.

13. Transferring ADR knowledge into a machine-readable database requires a complex data model and editing system

A close link between the content of the data structure and the interaction concept limits the possibility of implementing major restructuring at the user level in an agile and experimental way. A stronger decoupling of the database (the machine-readable ontology of an “ADR advice logic”) from the conflict guide itself (the way in which users are introduced to the appropriate procedures) would be recommended for a broader roll-out.

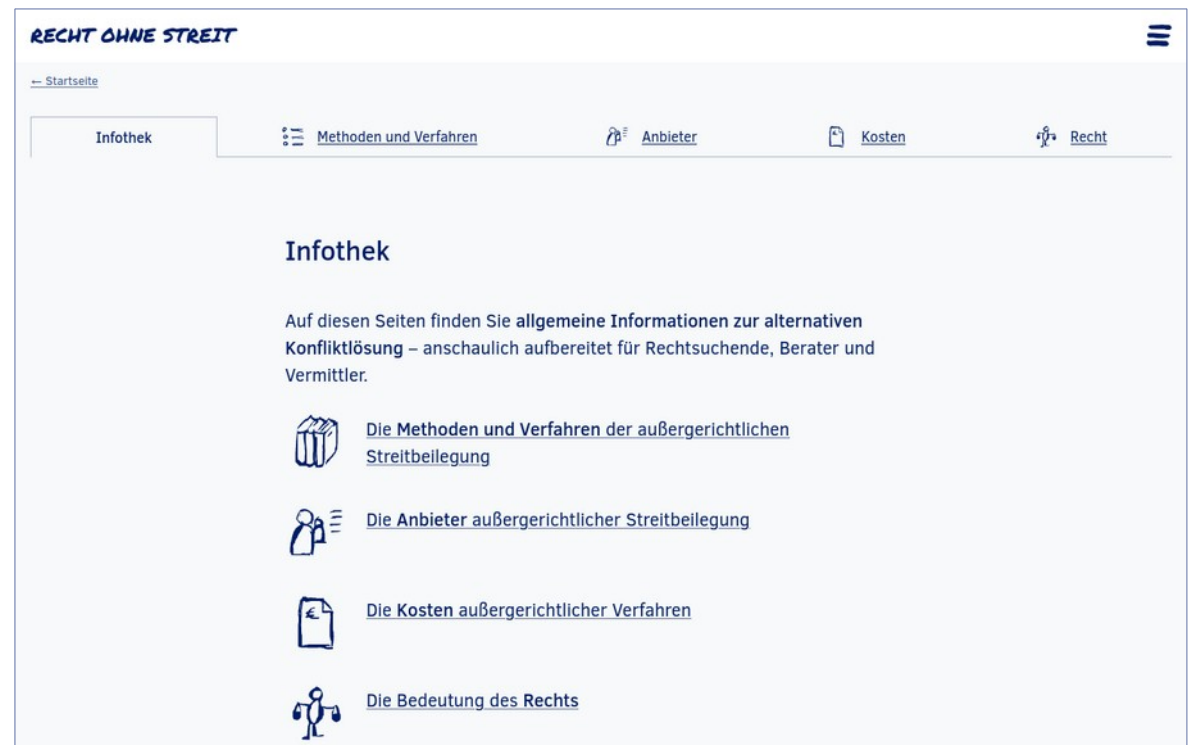
While the content of *RECHT OHNE STREIT* is based on hierarchical tree structures in the broad sense, a more abstract model has been created for the editorial work: A central database contains data on conflicts, categories of objectives, and solution pathways. These are linked via an editorial system, but the editorial work has proved to be relatively complex and has led, for example, to duplication of content/text.

A more abstract data model (e.g. more decoupling of conflict and resolution data through a less hierarchical architecture) would be helpful. The database could perhaps even be designed as an API or similar interface that could potentially even be used externally - third parties could integrate the models and logic of the platform into their own applications.

14. The Infothek is actually a separate information service with a different target group, despite its similarity in content

The Infothek, which was conceived as an important second pillar of *RECHT OHNE STREIT*, is not very prominent in the test version and will not be examined in detail at this point. While the link with the conflict guide allows for synergies (especially from an editorial point of view), it might be worth considering separating it into its own service, at least at the user level, in order to raise the profile of the digital conflict touchpoint.

The Infothek was praised as a comprehensive and user-friendly information tool on all aspects of out-of-court conflict resolution. There was some criticism that the technical language used was difficult for lay people to understand and that the information was strongly geared towards the legal professions. However, it should be borne in mind that the Infothek is primarily intended to provide information for professional legal and conflict advisors. In practice, it is rarely used by people in conflict.



III. SUMMARY AND OUTLOOK

The findings from the test phase and the positive feedback from practitioners have underlined the importance of an openly accessible, digital advice and support service for people facing legal conflicts. However, even for people who are willing to accept such an offer of conflict resolution, the mindset is still dominated by the pattern of wanting to achieve the best possible resolution of the conflict by instrumentalising the law (see table, p. 13). It is therefore not enough to guide them towards a procedure that corresponds to their preconceived judgements. Rather, in line with the concept of *RECHT OHNE STREIT*, they need to be met in their needs. They need to be motivated to find a self-determined solution through self-reflection, a change of perspective and information. And they need to be informed about the modalities of the existing options and supported with concrete assistance in executing their autonomous decision.

A barrier-free online platform such as *RECHT OHNE STREIT* is the most suitable medium for providing easy access to this type of help, as people affected by conflicts can use the tool anytime, anywhere, free of charge and anonymously, for as long, as extensively and as often as they wish. The interactive design allows the tool to be tailored to individual objectives.

On the other hand, typical Internet users expect to get a quick result from their search with only a handful of clicks. This may explain

the relatively high bounce rate before accessing the section to clarify their objectives: users who are looking for results in a hurry realise that they have to engage further with their conflict (and with themselves) and drop out. For the future development of the tool, consideration should therefore be given to simplifying the selection of conflicts and/or facilitating the transition to procedural counselling.

The rest of the workflow also needs to be optimised. It should be ensured that visitors reach the information on the different conflict management options more often than in the test phase. This may require greater differentiation between visitor groups. The varying expectations of a disappointed bank customer, a desperate parent, a helpless department manager or a small business threatened with insolvency (to name but a few examples) should be taken into account by further differentiating the system. Without changing the possibility and encouragement of comprehensive clarification of objectives and self-determined conflict resolution, the system should not leave users who are eager for quick information without results (possibly combined with an attempt to motivate them to engage more deeply with the tool).

Feedback from the field and the evaluation of user behaviour have shown that the guiding principles of *RECHT OHNE STREIT* are conceptually, design-wise and technically feasible. Legal design offers

the opportunity to address people in conflict individually and to enable them to make an autonomous decision on how to resolve their conflict in a motivating way. The challenges of directing people to specific providers of conciliation services appear to be solvable. It has also become clear where user guidance needs to be improved in order to achieve greater acceptance.

Experience with the MVP therefore supports the continuation of the development work. Following the pioneering work of the private research group, it should now be placed on a broader footing, also in order to ensure sustainable updating and to promote public awareness. To this end, a more attractive name for the platform and efficient public relations could be considered. As a further stage of expansion, a link to individual procedural (remote) counselling could be considered.

A fully developed platform of the type tested here could be used as part of a state or non-profit network of conflict bodies, but also in the context of legal, notarial or socio-educational conflict counselling, as well as - as the pilot project has shown - in the customer service of legal protection insurers.