

# Preliminary Hearings in Arbitration: The Arbitrator's Perspective (U.S.)

A Practical Guidance® Practice Note by Theodore K. Cheng, ADR Office of Theo Cheng



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This practice note discusses the preliminary hearing process in a domestic arbitration proceeding, including the hearing agenda and how to prepare for and handle the hearing. The preliminary hearing in an arbitration proceeding (also known as a management conference or an initial conference) establishes a fair and orderly exchange of information between the parties throughout the arbitration and identifies early in the proceeding any issues that might frustrate the arbitration process. This practice note explains the rules governing preliminary hearings, the hearing format, and what counsel can expect from the hearing. This note also provides practical tips on how to prepare for the preliminary hearing to maximize your client's benefits from this stage in the arbitration process and identifies areas where you can better manage the costs of an arbitration.

The key to realizing the promise of arbitration as a dispute resolution mechanism lies in the flexibility of the process. By avoiding common errors and openly discussing time and cost efficiencies, the parties can satisfy their expectations about the arbitration process, including due process and fairness.

For more information on domestic arbitration proceedings managed by arbitral organizations, see [JAMS Arbitration Resource Kit](#), [AAA Arbitration Resource Kit](#), and [CPR Arbitration Resource Kit](#).

## Governing Rules

A preliminary hearing is similar to a Rule 16(b) conference in federal court or an initial or preliminary conference in state court. During the hearing, parties generally provide the tribunal—a single arbitrator or a panel of arbitrators—with a brief introduction of the dispute. The tribunal will then set a case management schedule, in consultation with the parties and/or their counsel, that will govern the parties' exchange of documents and information (i.e., discovery) in advance of the scheduled evidentiary hearing.

If an arbitral organization (e.g., the American Arbitration Association (AAA), JAMS, the International Institute for Conflict Prevention & Resolution (CPR), Resolute Systems) is administering your arbitration, absent a contrary agreement of the parties, the administering authority's rulesets typically govern the preliminary hearing. See, e.g., [AAA Commercial Arbitration Rules](#) (Sept. 1, 2022), at Rule R-22; [CPR Administered Rules](#) (Mar. 1, 2019) at Rule 9.3; [JAMS Comprehensive Arbitration Rules & Procedures](#) (June 1, 2021) at Rule 16; [Resolute Systems Commercial Arbitration Rules](#) (Sept. 1993) at Rule 6.

Some organizations also have templates, checklists, and other tools to help guide the discussion at the preliminary hearing. See, e.g., [AAA Commercial Arbitration Rules](#) (Sept. 1, 2022), at Rule P-2 (setting forth checklist of subjects that parties and tribunal could address at the preliminary hearing); [CPR Administered Rules](#) (Mar. 1, 2019) at Rule 9.3(a)–(h) (delineating non-exhaustive list of matters to consider at the preliminary hearing, including procedural issues; early identification and narrowing of issues; stipulations of fact; tribunal's appointment of a neutral expert; settlement negotiations; implementing steps to address cybersecurity and information protection issues; and setting the case schedule); [JAMS Comprehensive](#)

[Arbitration Rules & Procedures](#) (June 1, 2021) at Rule 16(a)-(i) (delineating suggested topics to address at the preliminary conference, including exchange of information and discovery schedule; any agreement to clarify/narrow issues or structure the evidentiary hearing; scheduling matters and attendance of witnesses; pre-marking exhibits; and final award form).

If your arbitration is not administered (i.e., an ad hoc arbitration), you may choose to conduct your arbitration pursuant to a set of ad hoc arbitration rules. The two most prominent sets of such rules are:

- [CPR Non-Administered Arbitration Rules](#) (Mar. 1, 2018)
- [United Nations Commission on International Trade Law \(UNCITRAL\) Arbitration Rules](#) (2010)

Both contain provisions for holding a preliminary hearing, with the latter being more open-ended and leaving much to the tribunal's discretion. See [CPR Non-Administered Arbitration Rules](#) (Mar. 1, 2018), at Rule 9.3; [UNCITRAL Arbitration Rules \(2010\)](#), at Article 17.

## Setting the Agenda

The tribunal (or, sometimes, an arbitral organization) often will provide the parties with a tentative agenda for the preliminary hearing. The goal of supplying the agenda is for the parties to confer in advance of the hearing and reach agreement on as many of the agenda topics as possible, or, at the very least, have considered those topics in advance so that they are able to cogently discuss them with the tribunal.

If the tribunal does not issue an agenda, consider:

- Consulting any of the arbitral organization checklists to identify potential matters the tribunal may address at the preliminary hearing
- Requesting an agenda from the tribunal

Once you have a tentative idea of the topics the tribunal will cover at the hearing, contact your adversary in advance to discuss possible areas of agreement. This will allow the tribunal to streamline the preliminary hearing and focus on any complex or disputed issues. Your preliminary hearing will run smoother and take less time if the parties agree on issues in advance, where possible, and also prepare to discuss areas of disagreement with the tribunal.

## Hearing Format

Notwithstanding any specific agenda, the preliminary hearing usually begins with a roll call of:

- The parties
- Counsel –and–
- Members of the tribunal

After the roll call, the tribunal likely will cover the following topics with the parties:

- The applicable law
- An overview of the dispute
- Jurisdictional or arbitrability issues
- Mediation
- Case management scheduling

### Applicable Law

As a threshold matter, it is critical to confirm the following with all parties:

- The applicable arbitration procedural statute (e.g., the Federal Arbitration Act (9 U.S.C. § 1 et seq.), Article 75 of the N.Y. Civil Practice Law and Rules)
- The background procedural rules (e.g., AAA Commercial Arbitration Rules, employer-sponsored dispute resolution program rules) –and–
- The substantive law governing the claims, counterclaims, and defenses in the proceeding

Some of these inquiries may be obvious from the parties' arbitration agreement or clause. If not, make sure you explicitly discuss these topics, and that the tribunal memorializes the parties' responses in the ensuing case management order. This will ensure that there is no confusion or uncertainty later in the proceeding about the applicable substantive and procedural law.

For more information on the Federal Arbitration Act, see [Federal Arbitration Act Fundamentals](#).

### Overview of Dispute

Depending on the level of detail in the parties' pleadings, the tribunal may ask you to provide a brief summary of the dispute outlining the claims and defenses at issue and articulating the damages or other relief sought. You should seize this opportunity to frame the facts and the issues for the tribunal, even if the tribunal does not affirmatively request this detail.

If the tribunal does not raise it, you should also take this opportunity to confirm that all of the parties named in the arbitration proceeding caption have been correctly named (i.e., spelling, punctuation, etc.) so as to avoid any enforcement issues after the final award is issued. You may also choose to raise the issue of whether other unnamed parties need to be joined in order for there to be a complete resolution of the issues in dispute. These items

are distinct from a party being properly named at all in the proceeding, which implicates underlying jurisdictional or arbitrability issues that are further discussed below.

The tribunal may also catalog the documents received to date from the parties. To ensure that the pleadings are timely closed, the tribunal also will set deadlines for the submission of any answering statements or replies and for interposing new claims, adding parties, or otherwise amending the pleadings.

### **Jurisdictional or Arbitrability Issues**

The tribunal may also address any jurisdictional or arbitrability questions, as these issues have an enormous impact on the parties' ability to move forward with the proceeding and enforce an ultimate award. Sometimes, it may be as simple as ascertaining that any and all preconditions to the arbitration that are mandated by the parties' arbitration agreement or clause (such as a good-faith negotiation or mediation process) have either already taken place or been waived by the parties. Other times, there may be an underlying legal issue directed to the tribunal's authority over the proceeding. Depending on the applicable law, the tribunal alone may resolve such issues. In other cases, the parties must raise these issues separately in court, which will necessarily delay the arbitration proceeding. See, e.g., *Contec Corp. v. Remote Solution, Co.*, 398 F.3d 205, 208 (2d Cir. 2005) (holding that parties may delegate arbitrability questions to the tribunal by adopting background procedural rules that do so, thereby satisfying the requirement that they express that intention clearly and unmistakably); see also *Rent-A-Center, W., Inc. v. Jackson*, 561 U.S. 63, 67–70 (2010); *First Options of Chicago, Inc. v. Kaplan*, 514 U.S. 938, 943–44 (1995).

For more information on arbitrability issues, see [Arbitrability in U.S. Arbitration](#).

### **Mediation**

As part of the tribunal's obligation to promote an expeditious resolution of the dispute, it may ask you if you are interested in mediating the dispute. While the tribunal may not coerce or order parties to settle a dispute, it may encourage you to consider undertaking a mediation process with that objective in mind. A mediation could take place either during some specified window of time in the overall case management schedule (such as before any document or information exchange has taken place or perhaps after the conclusion of all document and information exchange) or—more commonly—in parallel with the arbitration proceeding. In many cases, the administering authority can assist the parties in selecting a mediator. Alternatively, the parties may choose a mediator on their own.

For more information on mediation in arbitration, see [Mediation-Arbitration Considerations](#). For a relevant template, see [Mediation and Arbitration Agreement](#).

### **Case Management Schedule**

The preliminary hearing will provide the parties with a clear idea of the overall case management schedule and how the parties will move forward in the arbitral forum. The resulting case management order (also known as a scheduling or procedural order) will set forth how and when the parties will exchange documents and information, as well as prepare materials for the evidentiary (or merits) hearing. More generally, the order will establish deadlines with which the parties must comply and provide a mechanism for involving the tribunal when and if issues arise necessitating its intervention.

For a template scheduling or procedural order, see [Preliminary Hearing Report and Scheduling Order for Arbitration \(U.S.\)](#).

## **Preparing for the Preliminary Hearing**

To prepare for your preliminary hearing, you should:

- Review your applicable arbitration agreement or clause
- Identify the objectives you want to achieve –and–
- Determine who should attend the preliminary hearing

### **Review the Arbitration Agreement or Clause**

Generally, there are three sources of authority that govern arbitration proceedings:

- The parties' arbitration agreement or clause
- Any applicable rulesets of the arbitral organization administering your arbitration –and–
- The governing federal or state arbitration procedural statute (e.g., the Federal Arbitration Act (9 U.S.C. § 1 et seq.), Article 75 of the N.Y. Civil Practice Law and Rules)

The primary authority is the parties' arbitration agreement or clause, which expresses the parties' intention to have disputes heard and decided in an arbitral forum. For example, a simple and standard arbitration clause might read:

Any dispute or claim arising out of or relating to this contract, or the breach thereof, shall be settled by binding arbitration administered by [arbitral organization] under its commercial arbitration rules then in effect, and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.

Arbitration clauses come in a multitude of forms. Some can be quite detailed, specifying items such as the scope of the document and information exchange, the types of relief available, the required qualifications of the arbitrator(s), and the form of the award.

Thus, before participating in the preliminary hearing, you should know the answers to questions such as:

- What disputes can the parties arbitrate?
- What triggers (or conditions precedent) does the clause incorporate?
- Does the clause provide for explicit good-faith negotiations or a mediation process?
- Is the arbitration clause part of a larger clause or a separate clause?
- What arbitration procedural statute will govern the proceeding?
- What procedural rules will apply to the proceeding?
- What qualifications or credentials of the arbitrator(s) does the clause require?
- Have all the relevant parties been identified and should they be included in the proceeding?
- Are there any limits on the documents and information the parties may exchange?
- Are there any constraints on motion practice?
- Are there any limits on the tribunal's powers?
- Is there a provision for attorneys' fees or cost-shifting?
- Is a particular form required for the final award (e.g., standard, reasoned, findings of fact and conclusions of law)?
- Does the clause provide for an optional appellate proceeding?

For more information on drafting arbitration agreements, see [Arbitration Agreements: Pitfalls in Drafting a Private Agreement](#) and [Arbitration Agreements: Drafting a Pre-dispute Agreement \(U.S.\)](#).

## Identify the Objectives You Want to Achieve

As with any litigated matter, involving the client and ascertaining their objectives in the arbitration proceeding—including preparing and maintaining a sufficiently itemized and clear budget—is an essential preparatory step. You should also consider the following as you prepare for the preliminary hearing:

- **Investigate the underlying facts of the dispute.** Understanding the facts underlying your client's dispute will help you formulate your overall case strategy and develop a theme for the case. This will allow you to better frame the issues for the tribunal in your initial

pleadings (i.e., demand for arbitration or answering statement) and preliminary hearing presentation.

- **Identify the necessary evidence.** Try to identify the evidence you will need to prosecute your client's case-in-chief and defend against your adversary's case. This includes identifying potential custodians of relevant documents and information. Note that absent a contrary provision in your arbitration clause, the scope of document and information exchange in an arbitration is typically far less than the scope of discovery in a court proceeding and is usually confined to what is relevant and material to the dispute. To the extent possible, gather documents that support your client's positions and refute your adversary's arguments before the preliminary hearing. This will serve as a useful guide for the tribunal during the hearing.
- **Evaluate your discovery needs.** Once you understand the facts of the case and the evidence you will need, think through how to obtain that evidence during the document and information exchange period. Electronically stored information (ESI) continues to be an increasingly prevalent issue in arbitration proceedings, and you should think through whether an appropriate protocol should be discussed and adopted. Depositions are also becoming increasingly more common in arbitration proceedings, but they are still more the exception than the norm. You should discuss with your client, opposing counsel, and the tribunal the need to balance the time and expense involved in taking depositions with the relative speed, efficiency, and cost-effectiveness of arbitration. Other discovery devices—such as interrogatories and requests for admission—remain exceedingly rare absent a contrary provision in the arbitration clause or other agreement of the parties.
- **Identify potential witnesses.** To help you develop the strategic positions you will take during the preliminary hearing, you should identify your potential witnesses and interview them—if possible—to obtain their statements in advance. Ascertaining the witnesses' locations and availability to appear at the evidentiary hearing also will assist with the scheduling issues you will discuss during the preliminary hearing.
- **Consider expert testimony.** As in civil litigations, many parties rely on expert witnesses in arbitration. Try to identify any potential experts early in the arbitration proceeding. Doing so will allow you to use the experts to refine your client's positions. Your client may be a good source of potential candidates for industry or business custom and practice experts. Scheduling dates for the identification of such experts and the exchange of expert reports (or another disclosure mechanism) also

is prudent. Again, whether the parties should engage in costly and time-consuming expert depositions is something you should discuss with your client, opposing counsel, and the tribunal. You may also wish to consider whether the expert witness' reports will serve as the direct testimony of those witnesses at the evidentiary hearing (i.e., in lieu of a formal direct examination), thereby saving significant time and cost at the hearing.

- **Determine the need for nonparty subpoenas.** The need for documents or testimony from nonparties is an often overlooked and misunderstood area of arbitration practice. Not only is obtaining documents and testimony from nonparties usually more limited in scope than in court proceedings, but it can also differ markedly depending upon whether the governing arbitration procedural statute is federal or state law. Ascertaining that need well in advance will assist you in planning the overall management of the proceeding, particularly as involving nonparties can have a marked effect on the cost and efficiency of the arbitration proceeding. For more information on nonparty subpoenas, see [Nonparty Discovery in Domestic Arbitration Proceedings \(U.S.\)](#).
- **Assess the need for interim relief.** Some disputes call for interim, provisional, or conservatory relief (e.g., an injunction or an attachment). You should inform the tribunal of your client's need for such relief at the preliminary hearing.
- **Determine the appropriate format for the evidentiary hearing.** Although the pandemic did not originate remote or hybrid proceedings, it was a catalyst for many advocates, parties, and tribunals to consider whether some or all of the evidentiary hearing ought to be conducted over a video teleconferencing platform like Zoom, Microsoft Teams, or WebEx. You should be prepared to discuss with the tribunal your preferences as to the hearing format. Whatever format is ultimately selected, the tribunal may schedule a subsequent conference to discuss the health and safety protocols for any in-person portion of the hearing and the technological protocols for any remote or virtual portion of the hearing. Additionally, you may wish to consider using witness statements instead of conducting live, direct examinations at the hearing. Witness statements are becoming increasingly prevalent in both court litigations and arbitration proceedings because they help save significant time and cost, while also helping counsel prepare better cross-examinations.

Additionally, try to anticipate and think through other issues that might come up at the preliminary hearing, such as the need for motion practice, the use of interpreters, and scheduling constraints. Preparing for these issues in

advance will help ensure that the arbitration proceeding unfolds smoothly, efficiently, and cost-effectively.

For more information on discovery in arbitration, see [Discovery in Arbitration: Limiting Discovery \(U.S.\)](#).

## Determine Who Should Attend the Preliminary Hearing

The preliminary hearing is usually the first contact you will have with the tribunal. Thus, much like an initial conference in court, the question of who should attend the preliminary hearing with you is a strategic one.

Clients need not sit idly by at a preliminary hearing. Even if your client does not affirmatively speak during the preliminary hearing, he or she should be familiar with the background facts of the dispute. They should also be able to answer questions posed by the tribunal and consult with you on case management issues. Thus, your client's presence during the preliminary hearing undoubtedly will be useful.

Your client's active participation can convey to the tribunal and the opposing side the seriousness of the dispute and the arbitration proceeding. You also can have your client directly make proffers to the tribunal or participate in discussions about case management issues and how to conduct the matter to achieve a fair, cost-effective, and expeditious resolution. Having the tribunal hear directly from your client is a powerful way to help humanize the dispute, convey your client's interests and concerns, and frame the issues for the tribunal.

Before deciding to have your client present, consider whether the hearing will take place:

- In person
- By telephone –or–
- By video teleconferencing

Before the advent of clear and effective audio and video teleconferencing technologies, tribunals always held preliminary hearings in person with everyone physically present in a single room. Like their court counterparts, in-person preliminary hearings afford the parties and the tribunal the opportunity to interact more naturally and to engage each other in ways that telephone and video do not. However, due to time constraints and cost concerns—as well as to avoid travel and lodging issues—tribunals increasingly favor scheduling preliminary hearings by telephone or video teleconferencing. Depending upon the complexity of the dispute and whether visual aids might assist the tribunal in better appreciating the nature and scope of the dispute, the tribunal nevertheless may schedule an in-person preliminary hearing.

## Other Case Management and Organizational Matters

There are numerous other case management and organizational matters that the tribunal could raise during a preliminary hearing. Err on the side of caution and be prepared to address the following pertinent matters with the tribunal:

- Whether there is a need for any confidentiality or protective orders
- Whether and to what extent the chair of the tribunal should act on behalf of the entire tribunal (e.g., to resolve information or document exchange disputes)
- Whether bifurcation or staging the dispute is either necessary or prudent
- Whether any cybersecurity or privacy protocols should be adopted
- Whether the parties anticipate dispositive motion practice and, if so, how the tribunal will handle that phase
- How many days to set aside for the evidentiary hearing and scheduling those dates
- The need for the tribunal to issue subpoenas (or summonses) for nonparty witnesses to appear and provide documents or testimony at the evidentiary hearing
- The parties' preparation of final hearing materials (e.g., hearing subpoenas/summonses, hearing exhibits, stipulations of uncontested facts, prehearing briefs, etc.)
- Scheduling a final prehearing conference
- Whether any site inspections by the tribunal are necessary
- Whether any witness needs to appear at the evidentiary hearing telephonically or by video
- The use of a stenographer's services during the evidentiary hearing
- The use of an interpreter during the evidentiary hearing
- Whether any party will request attorneys' fees and costs and how to handle the submissions relating to that request
- The parties' preparation of posthearing briefs
- The form of the final award to be issued by the tribunal

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Theo Cheng is an independent, full-time mediator and arbitrator, focusing on commercial, intellectual property, entertainment, technology, and employment disputes. Among other rosters, he is a member of Resolute Systems' Commercial and Employment panels of arbitrators and mediators, the Commercial and Employment arbitration and mediation rosters of the American Arbitration Association and the International Centre for Dispute Resolution, and the Panel of Distinguished Neutrals of the CPR Institute. He was also appointed to the [American Intellectual Property Law Association's List of Arbitrators and Mediators](#) and the [Silicon Valley Arbitration & Mediation Center's List of the World's Leading Technology Neutrals](#). In 2019, he was inducted into the [National Academy of Distinguished Neutrals](#), and in 2022, he was inducted as a Fellow into the [College of Commercial Arbitrators](#).

Theo has been appointed to several private and public rosters and has conducted over 800 mediations and arbitrations. The Justice Marie L. Garibaldi American Inn of Court for ADR presented Theo with the 2024 Richard K. Jeydel Award (demonstrated civility, professionalism, ethics, and excellence in and service to ADR), and the New Jersey State Bar Association Dispute Resolution Section presented him with the 2020 James B. Boskey ADR Practitioner of the Year Award, and the *National Law Journal* named him a [2017 ADR Champion](#). He was also voted in the Top 3 of the 2022 Best Individual Arbitrators by the readers of the *New York Law Journal* and the 2021 Best Mediator/Arbitrator by the readers of the *New Jersey Law Journal*.

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