

Scale To Measure - Level Of Participation

The following rating scales should be used to determine an overall rating under each area. Below each of the area headings are listed several factors to consider in making a rating. Assessors are asked to measure each area by circling the observed competencies on a scale of 1 through to 5 as follows:

5 – Very Good Standard: *The candidate has displayed the skills and knowledge which indicate they have the ability to conduct a mediation and where they demonstrated a capability of using all of the relevant interventions in each assessment area.*

4 – Good Standard: *The candidate has displayed the skills and knowledge which indicate they have the ability to conduct a mediation and where they demonstrated a capability of using most of the relevant interventions identified in each assessment area.*

3 – Satisfactory: *The candidate has displayed the skills and knowledge which indicate they have the ability to conduct a mediation and where they demonstrated a capability of using the relevant interventions identified in each assessment area.*

2 - Needs improvement: *The candidate has not displayed the skills and knowledge which indicate they have the ability to conduct a mediation as they have failed to demonstrate appropriate use of the relevant interventions.*

1 – Unacceptable: *The candidate has failed to display most or all of the skills and knowledge which indicate they have the ability to conduct a mediation. The candidate has used few if any of the appropriate interventions in each assessment area.*

Please circle one.

Under the “Comments” section, **discuss specifically** those areas completed successfully or needing improvement.

Candidates must demonstrate a satisfactory rating in all areas to pass

Evaluation Form

Please type or print clearly – Use additional paper if needed.

A. Managing the Relationship in Mediation

- Establishes and maintains a respectful trusting and balanced relationship with the participants by:
 - Creating rapport
 - Respecting the participants
 - Encouraging mutual respect among all participants
 - Being objective and impartial in style
 - Modelling '*advanced communication skills*' with co-mediator
- Demonstrates key mediator skills and qualities (e.g., *listening, questioning, assertiveness, observation, tolerance, openness, honesty etc.*)
- Encourages the participants' self determination
- Facilitates a collaborative relationship between the participants
- Enables the participants hear each other's stories
- Enables the participants develop a relationship with the mediator(s) and if feasible, with each other in the room, whereby they express feelings and become "*real*" to each other
- Encourages use of preferred names
- Recognises and acknowledges conciliatory gestures and concessions (*'gifts'*)
- Facilitates expressions of regret and apology between the participants
- Enables the participants explore their future relationship, if relevant

Overall Rating (please circle one): 1 2 3 4 5

Comments: _____

B. Managing the Process of Mediation

- Deals effectively with initial resistance to mediation
- Ensures participants have a clear understanding of the structure of mediation, process and roles
- Where applicable, assists the participants in negotiating the process, ground rules and agenda for mediation sessions
- Manages the introduction process in a respectful, balanced and clear fashion
- Works effectively with co-mediator in controlling the stages of the process
- Attends and explores participants' concerns and empathises with feelings
- Enables the development of each participant's story
- Encourages participants to openly converse
- Manages the separation of issues into an agenda

- Assists participants in understanding the consequences of their plans
- Assists participants with option building, broadening the number or scope of options
- Empowers the participants to explore and find their own ways forward
- Manages the creative discussion of possible ways forward
- Ensures participants have a clear understanding of expectations in relation to preparation and delivery of the joint meeting
- Assists participants in exploring and reality-testing alternatives to mediation
- Manages impasse, resistance, or difficult behaviour
- Demonstrates appropriate use of joint meetings and Caucus
- Works with power imbalance or control issues
- Handles intense emotions
- Displays flexibility and uses creative strategies effectively
- Assists participants with reality testing next steps, particularly through the use of questioning and consultation with other agencies where appropriate
- Enables the participants develop clarity about their concerns
- Facilitates Agreement
- Writes Agreement
- Enables participants to complete a service evaluation
- Engages in 'evaluative feedback' session with co-mediator

Overall Rating (please circle one): 1 2 3 4 5

Comments: _____

C. Manages the Content of the Mediation

- Obtains, identifies, organises, analyses, prioritises and evaluates information
- Assess the issues and options and reason logically
- Reads, comprehends and uses relevant written materials
- Write clearly and concisely, using neutral language
- Organises records and materials
- Asks the participants to elicit information from other professionals (such as appraisers, actuaries, accountants, mental health professionals, child protection professionals, lawyers) with the objective of broadening rather than limiting the participants' options

Overall Rating (please circle one): 1 2 3 4 5

Comments: _____

D. Managing the Self

- Demonstrates mastery of mediation process
- Demonstrates an awareness of ethical issues
- Engages in ongoing assessment of appropriateness of case for mediation
- Demonstrates appropriate level of skill, competence, and effectiveness
- Demonstrates ability to work with co-mediator and clients
- Demonstrates ability to self reflect.

Overall Rating (*please circle one*): 1 2 3 4 5

Comments: _____

Section IV: Recommendations

1. Based on your first-hand knowledge of the mediation skills of this candidate, do you recommend this person for certification? *Please comment:*

2. Does this candidate need additional training, and/or additional experience mediating?

Signature of Supervisor:

Date:

Please provide the original assessment to the agency arranging the mediation assessment.

Thank you for contributing to The MII Mediator Certification Program.



The Mediators' Institute of Ireland

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