

MII Practitioner Mediator Core Competencies

Introduction

The concept of competency includes all aspects of performance. It includes:

- Performance at an acceptable advanced level of mediation skills
- Organising tasks
- Responding and reacting appropriately when things go wrong
- Fulfilling a role
- Transfer of skills and knowledge to new situations.

For Practitioner member assessment, the assessment should demonstrate advanced skills and competency of the skills required at Certified level.

MII Practitioner Members should have core, advanced competencies and where appropriate, specialist competencies for particular sectors. As different specialities may use different models of mediation you should inform the assessors which sector rules you would like to be assessed by.

At Practitioner level the applicant will be expected to demonstrate through their interventions in mediation, through their agreements, or critical reflection, a good working knowledge of many of the areas outlined below.

Mediators are constrained by the MII Code of Ethics only to work within their competence.

Practitioner Member Core Competencies:

A. Managing the Relationship in Mediation

1. *To establish a respectful and trusting relationship with participants:*

- Protects and affirms participants' rights to self-determination
- Maintains and supports participants' integrity
- Creates sufficient trust so that participants can allow emotions to surface and the real issues can be addressed
- Demonstrates a predictable and accountable way of working
- Participants demonstrate they are willing to work with risks because of the quality of trust in the Mediator and the process.

2. *To establish a collaborative relationship between participants:*

- Works with participants to promote mutual understanding, insight and empathy for the other(s).
- Enhances participants' commitment to their new collaborative working relationship.

3. *To appropriately manage power imbalances:*

- Works with participants to develop or create a process that ensures equality
- Protects and affirms participants' rights to self-determination
- Maintains and supports participants' integrity and dignity

- Establishes and maintains a working environment based on equality with all participants
- The ability to give and receive appropriate constructive comments and feedback.

B. Managing the Process of Mediation

1. To attend to and explore participant's interests:

- Identifies mutual and individual interests
- Capacity to both differentiate and connect interests of participants
- Works with participants to identify principles based on underlying interests.

2. To manage conflict appropriately:

- Uses interventions to seek clarification
- Confronts discrepancies
- Uses immediacy to attend to non-verbal cues
- Reframes statements to defuse conflict and gain consensus
- Asks questions to surface real conflict issue then manages the conflict dynamic
- Is comfortable with conflict - assists participants to deal with conflict in a healthy, healing manner
- Facilitates ongoing, positive communication patterns if appropriate.

C. Manages the Content of the Mediation

1. To help participants to identify and manage information:

- Assists in the organisation of information
- Supports participants' ability to assimilate new information
- Encourages participants to develop a framework for gathering and tracking the information needed
- Assists the participants to apply interest based criteria for judging information
- Ensures information is integrated throughout the process.

2. To help participants apply interest based solutions:

- Helps participants to identify principles and criteria to guide their decision-making
- Assists participants to select a wide range of options which best meet their mutual and individual interests
- Encourages participants to reality test their decisions
- Works with parties to develop their own principles to evaluate their solutions.

D. Manages the Agreement(s)

The applicant should submit sample copies of their agreement to mediate and also copies of relevant mediation agreements with additional information regarding:

- Building towards agreement
- Clarity about the function of the agreement
- Consideration of the language used
- Review

E. Manages Personal Awareness

- Emotional
- Accurate self assessment
- Self-confidence

- Integral vision
- Self control
- Transparency
- Adaptability
- Achievement
- Initiative
- Optimism

The participant's personal awareness should be assessed both from their case submissions and also from the personal statement which describes the applicant's practice and experience.

For further information on Practitioner Member assessment please refer to the MII web site at <http://www.themii.ie/assessment.jsp>.