



**Assessments**  
Marking Criteria

**Delegate's  
Name:**

**University (if  
applicable)**

**Date:**

**Opening Session**

- Voluntary
- Confidentiality
- Authority to Settle
- Without Prejudice

**Demonstration of other Skills (1 – 10):**  
Communication & impact  
*10 being outstanding.*

**Comments:**

**Exploration Session A1 & A2 – Getting the whole story & Distilling the issues**

- Top and Tail Confidentiality
- Maintains Neutrality
- Maintains Impartiality

**Demonstration of other important Skills (1 – 10):**

Communication, questioning, mediation skills & impact  
*10 being outstanding.*

**Comments:**

**Exploration Session B1 & B2 – Destabilisation & Future without Conflict**

- Asks the parties what is most important for them
- Gets parties opinions on what is preventing a settlement
- Understands what is at the heart of the dispute
- Exploring and discussing both parties BATNA's and WATNA's

**Demonstration of other important Skills (1 – 10):**

Communication, questioning, mediation skills, impact & homework  
*10 being outstanding.*

**Comments:**

**Negotiation Session C1 & C2 – SMART Test possible Offers**

- Explains that participants are problem-solvers and that problems are the key issues in the dispute not the people
- Reminds parties of confidentiality
- Encourages parties to make offers
- Understands both parties' BATNAs and WATNAs
- Reality tests offers from both sides
- Explores both parties' interests
- Keeps the process moving forward
- Breaks through deadlock
- Assists the parties in developing multiple options to choose from
- Keeps record
- Does not exchange offers in this session

**Demonstration of other important Skills (1 – 10):**  
Communication, questioning, mediation skills & impact  
*10 being outstanding.*

**Comments:**

**Negotiation Session D1 & D2 – Exchanging Offers**

- To ensure that the offer is well thought out
- To ensure that the offer addresses some if not all of the needs of both parties
- Ensures that the offer has sufficient detail to become a binding offer

**Demonstration of other important Skills (1 – 10):**

Communication, questioning, mediation skills & impact

*10 being outstanding.*

**Comments:**

**Overall Comments**

**Pass / Fail**