



## MEDIATION TRAINING CERTIFICATE - EVALUATION

This evaluation is a measure of your ability to demonstrate the skills you have learned throughout your training journey. It contains the basic requirements for skills and process demonstration to meet ADRIC and IMI criteria. The attached form will be completed by the evaluator.

Learner Name \_\_\_\_\_

Date of Evaluation Role Play \_\_\_\_\_

Evaluator \_\_\_\_\_

Lead Instructor \_\_\_\_\_

Role Play (40/60 required to pass)	/60
Self-Evaluation	/10
Intake Role Plays	/5
Pre-Mediation Role Plays	/15
Attitude and Participation – throughout all courses	/10
<input type="checkbox"/> Demonstrated Effectively (70 and above)  <input type="checkbox"/> Not yet Effectively Demonstrated	/100



## MEDIATION ROLE PLAY EVALUATION

STUDENTS NAME:

DATE:

EVALUATORS NAME:

**STAGE ONE: INTRODUCTION (10%)**

RESULT: \_\_\_\_\_

*Advanced = 1% each, Demonstrated = .5% each, Not Demonstrated = 0*

Advanced	Demonstrated	Not/poorly Demonstrated	Criteria
1	2	3	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Setting a collaborative tone (welcoming, engaging, introductions, room set up, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Logistics (time, note-taking, cell phones, parking, what to do if not finished in an hour, and breaks)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Described role of mediator and of the parties, and the interest-based model being used
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Facilitate parties creating confidentiality agreement
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Established appropriate guidelines with parties
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Explained caucusing – appropriate to role play
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Confirmed authority to negotiate and settle
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Review and obtain signatures on the “Agreement to Mediate”
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Demonstration of interest-based skills (if conflict arose during Stage 1)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Obtained a commitment to proceed

**Comments:**

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## MEDIATION ROLE PLAY EVALUATION

### STAGE TWO: DEFINING THE ISSUES (10%)

RESULT: \_\_\_\_\_

*Advanced = 2%each, Demonstrated = 1% each, Not Demonstrated = 0, Poorly Demonstrated .5%*

Advanced	Demonstrated	Not/poorly Demonstrated	<b>Criteria</b>
<b>1</b>	<b>2</b>	<b>3</b>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Transition and focused first question for each party
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ability to re-focus from positions to issues
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Summarize and frame issues in mutual and neutral terms (Are the issues specific enough to allow for focused discussion and broad enough that a range of perspectives and interests can surface in Stage 3?)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Both parties agree on the issue/s listed in the joint agenda, and the issues are prioritized.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Appropriate use of flip chart/whiteboard/word doc online

**List the issue/s the Mediator wrote on the Whiteboard:**

**Comments:**



## MEDIATION ROLE PLAY EVALUATION

### STAGE THREE: DEVELOPING UNDERSTANDING (45%)

RESULT: \_\_\_\_\_

Advanced = 3%, Demonstrated = 1.5%, Not Demonstrated = 0, Poorly Demonstrated = .5%

Advanced	Demonstrated	Not/poorly Demonstrated	Criteria
			Please note that each stage is evaluated based on a TOTAL percentage. Checkboxes for individual criteria are only provided so that strengths and weaknesses can be identified...
<b>1</b>	<b>2</b>	<b>3</b>	<b><i>Evaluator: Give a 5 min. "warning at the 55 minute mark."</i></b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provide a neutral, probing question to begin exploring the first issue, with each party
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Establish common ground explore interests beneath positions
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clarify the process, if necessary
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check for understanding as interests are expressed – effectively used probing questions to surface interests useful for building understanding and resolving the issue
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Manage blaming, attacking, interrupting, and emotional outbursts of by acknowledging the underlying concerns, reframing negative statements, clarifying assumptions, and refocusing on productive work
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Respond to non-verbal cues
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adhere to the agenda, or renegotiate the agenda if necessary
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ensure that sufficient information is available for the parties to understand each others perspective and be able to move forward without animosity
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Balance the communication between the parties
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ensure the parties shift from seeing each other as the issue, to working together to resolve the issue
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Summarize areas of consensus and disagreement
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ask questions which focused the discussion productively
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Stayed out of problem solving during this stage (redirected positional statements/solutions to exploration of interests underneath)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Summarize interests throughout this stage
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The parties can effectively communicate with each other with limited assistance

### Comments



## MEDIATION ROLE PLAY EVALUATION

### SUMMARY OF INTERSTS (Goal Statement) (5%)

RESULT: \_\_\_\_\_

Write in this section the summary of interests as the mediator wrote it.

**Advanced = 1% each, Demonstrated = .5% each, Not Demonstrated = 0**

Advanced	Demonstrated	Not/poorly Demonstrated	Criteria
			Please note that each stage is evaluated based on a TOTAL percentage. Checkboxes for individual criteria are only provided so that strengths and weaknesses can be identified...
<b>1</b>	<b>2</b>	<b>3</b>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Contains only interests
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Interests represents what is important to each party and the ones they have in common.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All interests were useful to resolving the issue
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Was written on the flip chart or virtual whiteboard/virtual word document
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The verbal summary of the interests included the issue, interests and contained a transitional statement that led to Stage 4.

### STAGE FOUR: DESCRIBE STAGE FOUR (BONUS OF UP TO 5%)

RESULT \_\_\_\_\_

**Advanced = 1% each, Demonstrated = .5% each, Not Demonstrated = 0**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clear introduction to Stage 4
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Explains brainstorming
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Facilitates the generation of many options
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Demonstrates analysis and selection of options using interests in the goal statement
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drafts a memorandum of understanding



## MEDIATION ROLE PLAY EVALUATION

**TECHNIQUES - Place a mark for each technique appropriately demonstrated  
(Maximum Bonus 5%)**

**RESULT \_\_\_\_\_**

- |                |   |  |                                       |   |
|----------------|---|--|---------------------------------------|---|
| Voice:         | <input type="checkbox"/> Warm                 | <input type="checkbox"/> Calm            | <input type="checkbox"/> Assertive    |   |
| Speech:        | <input type="checkbox"/> Understandable Terms | <input type="checkbox"/> Non-judgemental | <input type="checkbox"/> Informal     |   |
| Tone:          | <input type="checkbox"/> Accepting            | <input type="checkbox"/> Adult-adult     | <input type="checkbox"/> Professional |   |
| Listening:     | <input type="checkbox"/> Nodding              | <input type="checkbox"/> Eye-contact     | <input type="checkbox"/> Responding   | <input type="checkbox"/> Writing          |
| Using Visuals: | <input type="checkbox"/> Notes                | <input type="checkbox"/> Whiteboard      | <input type="checkbox"/> Flipchart    | <input type="checkbox"/> Drawings/symbols |

**PROCEDURAL SKILLS – Place a mark beside each skill appropriately demonstrated when needed  
(Can assign ½ points – maximum 1 point each) (Maximum 25%)**

**RESULT \_\_\_\_\_**

- |                               |                          |                                     |                          |
|-------------------------------|--------------------------|-------------------------------------|--------------------------|
| Explaining/informing          | <input type="checkbox"/> | Questioning (open)                  | <input type="checkbox"/> |
| Describing                    | <input type="checkbox"/> | Questioning (closed)                | <input type="checkbox"/> |
| Clarifying                    | <input type="checkbox"/> | Probing/exploring<br>(deeper level) | <input type="checkbox"/> |
| Summarizing                   | <input type="checkbox"/> | Dispelling assumptions              | <input type="checkbox"/> |
| Paraphrasing                  | <input type="checkbox"/> | Clearing judgement                  | <input type="checkbox"/> |
|                               |                          | Confronting<br>discrepancies        | <input type="checkbox"/> |
| Responding to content         | <input type="checkbox"/> | Using immediacy                     | <input type="checkbox"/> |
| Responding to feelings        | <input type="checkbox"/> | Providing perspective               | <input type="checkbox"/> |
| Responding to non-verbal cues | <input type="checkbox"/> | Reframing                           | <input type="checkbox"/> |
| Responding to silence         | <input type="checkbox"/> | Refocusing                          | <input type="checkbox"/> |
| Reassuring / supporting       | <input type="checkbox"/> | Facilitating                        | <input type="checkbox"/> |
| Praising                      | <input type="checkbox"/> | understanding                       |                          |
| Managing emotional outburst   | <input type="checkbox"/> | Pacing                              | <input type="checkbox"/> |
|                               |                          | Concluding/closure                  | <input type="checkbox"/> |



## MEDIATION ROLE PLAY EVALUATION

### Mediation Evaluators Overall Summary

*Evaluator's total result will be a percentage (out of 100%) The office will convert to a mark out of 60 and will complete the front page.*

**TOTAL RESULT:** \_\_\_\_\_

Advanced	Sufficiently Demonstrated	Not Yet Ready	<b>Overall Evaluation</b> In the space provided, summarize the candidate's overall performance. After reviewing the role players feedback, provide an overall result. Review the students self evaluation and assign a mark to that assignment based on how closely it matches your evaluation. Do not include the self-evaluation mark in the total result mark for this role play.
<b>1</b>	<b>2</b>	<b>3</b>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	