

In Lak'Ech

Hispanicamerican Institute for Conflict Resolution

Participant Feedback

Participant's Name _____ Date _____

Assessor's Name _____

		Points
1. Self presentation. (Welcome the parties, presents as a mediator, talks about his/her experience as mediator, etc.)	3.0	
2. Ask the parties names.	3.0	
3a. Gives a <u>partial</u> explanation of the process, defines roles and rules for the mediation.	2.0	
3b. Gives a <u>complete</u> explanation of the process, defines roles and rules for the mediation.	4.0	
4. Shows good eye contact during the mediation.	4.0	
5a. His /Her behavior is professional and pleasant.	2.0	
5b. Shows professionalism, cordiality and special interest to the parties.	4.0	
6. Use body language techniques to invite the parties to express. (Moves the head in affirmative way, controls his/her expressions, moves his/her body to the parties, etc.)	4.0	
7a. Allows the parties <u>partially</u> to share their story with out interruption from the mediator.	2.0	
7b. Allows the parties <u>completely</u> to share their story with out interruption from the mediator	4.0	

8a. Identify and respond <u>partially</u> to feelings and emotions expressions. (Recognize and validate the emotions that the parties express in the mediation)	2.5	
8b. Identify and respond <u>efficiently</u> to feelings and emotions expressions. (Recognize and validate the emotions that the parties express in the mediation and intervene with paraphrase without judgment).	5.0	
9. Early in the session ask open questions.	4.0	
10a. Ask <u>some</u> questions base on interest.	2.5	
10b. Ask <u>many</u> questions base on interest.	5.0	
11a. <u>Some</u> of the questions are relevant.	2.0	
11b. <u>All</u> of the questions are relevant.	4.0	
12a. The order of the questions are <u>partially</u> organize and logical.	2.0	
12b. The order of the questions are <u>totally</u> organize and logical.	4.0	
13a. <u>Sometimes</u> uses resumes and paraphrase efficiently (Facts + Emotions).	2.5	
13b. <u>Always</u> uses resumes and paraphrase efficiently (Facts + Emotions).	5.0	
14a. Observations and affirmations are <u>sometimes</u> without judgment, clear and brief.	2.0	
14b. Observations and affirmations are <u>always</u> without judgment, clear and brief.	4.0	
15a. Extract the <u>minimum</u> history from the parties.	2.5	
15b. Extract <u>all</u> the history from the parties and focus on the conflict.	4.0	

16a. <u>Sometimes</u> allows the parties to continue constructive narrative between them without interruptions from the mediator.	2.0	
16b. <u>Always</u> allows the parties to continue constructive narrative between them without interruptions from the mediator.	4.0	
17. Understand mostly what the parties said, avoiding getting lost in the history of the conflict.	4.0	
18 Shows flexibility to the parties' reactions.	4.0	
19. Avoid judgment to the parties' behavior.	5.0	
20. Avoid to force their own solutions, above the parties' solutions.	5.0	
21a. <u>Sometimes</u> maintains neutrality during the session.	2.5	
21b. <u>Always</u> maintains neutrality during the session.	5.0	
22a. Articulation when speaking and communicate is <u>relatively good</u> .	2.0	
22b. Articulation when speaking and communicate is <u>very good</u> .	4.0	
23a. <u>Sometimes</u> his/her expressions are creative and orderly to generate and evaluate options. Motivates the parties.	2.5	
23b. <u>Always</u> his/her expressions are creative and orderly to generate and evaluate options. Motivates the parties.	4.0	
24. Maintains his/her role as mediator all the time.	4.0	

SUBTOTAL POSSIBLE MAXIMUM = 100		
25a. Extra points for outstanding performance. (Add from 0-10 points)	+10	
25b. Less points for negative performance. (Reduce from 0-10 points)	-10	
<u>Specify in this case why:</u>		
TOTAL POSSIBLE MAXIMUM = 110		

Comments and general observations:

***Note:** The method to qualify a participant in each indicator, the assessor can go from zero (0) if never achieved this indicator, depending on the performance in each indicator, the assessor can qualify from fractions that can go from half point (0.5) or from point to point (1.0) depending on the case to the assessors' criteria. (Ex. *"Shows good eye contact during the mediation"* (3.0) and the participant did not do it all the time, but the assessor considers that the participant did it partially or can improve, the assessor can give from half to half point or from point to point, could be: 0.5. 1.0, 1.5, 2.0, etc.) In the indicators that have *a* or *b* as options, always use only one of them to qualify that indicator.