

CIVIL AND COMMERCIAL MEDIATION TRAINING COURSE
ROLE PLAY ASSESSMENT SHEET

DELEGATE:

ASSESSOR:

1. An appropriate and safe environment is set by the participant-mediator which is conducive to problem-solving, including explanation of the process and steps within the process.

10 marks

2. The role of mediator and that of legal counsel/representatives and party self-determination to be fully and properly articulated.

10 marks

3. The principles of confidentiality, neutrality, voluntariness and facilitation be evidenced.

20 marks NB Breach of confidentiality will result in an automatic fail

4. Trust and rapport be established with both parties and demonstration of effective responses to diverse behaviours of parties.

10 marks

5. Necessary skills to explore issues, interests and options be applied including, in particular, listening and communication strategies.

20 marks

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6. Process management skills: the ability to manage the parties and the process including both joint and private meetings.

15 marks

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7. The ability to manage the content of the dispute and advance resolution through the application of negotiation strategies and skills.

15 marks

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8. Proper consideration of ethical issues as they arise, eg, conflict of interests.

Pass/fail

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COMPETENT/NON-COMPETENT

MARK OUT OF 100:

ANY GENERAL COMMENTS/DEVELOPMENTAL FEEDBACK: