

## Feedback and Coaching Sheet for Role-Plays

### Checklist

- Has the student explained the process accurately to the parties?
- Have they checked the parties understanding?
- Have they set up the room(s) appropriately?
- Have they explained the Agreement to Mediate and had it signed?
- Have they checked for conflicts of interest?

### Competencies and Comments

**5 – Excellent**

**4 – Very Good**

**3 – Competent**

**2 – Below Average**

**1 – Insufficient**

\*Indicate mark and give reasons

**Building Rapport with the Parties**

**Mediators Opening Statement**

**Managing Parties Opening Statements**

**Summarising and Reflecting**

**Managing the Exchange**

**Responding to Party Stress and Anxiety**

**Dealing with Difficult Behaviour**

**Facilitating Negotiation**

**Using Negotiation Tools and Strategies**

**Using appropriate communication skills**

**Process management opening and process**

**Use of joint sessions, caucus, cross caucus**

**Dealing with offers**

**Managing Impartiality**

**Dealing with the unexpected**

**Maintaining a safe, supportive and collaborative environment throughout the mediation**

**Managing ethical challenges**

**Using visual aids e.g. Flipchart**

**Facilitating and recording agreement**

**Managing safe exit from unsuccessful process**

**Other comments**