

ROLE PLAY FEEDBACK – BY PARTICIPANT OBSERVER

Observations	Yes	No	Additional Comments
1. Did the mediator welcome the parties?			
2. Did the mediator state roles and rules?			
a. Explain voluntary participation/self-determination			
b. Confidentiality			
c. Logistics of the mediation (time, note taking, cell phones, etc.			
d. Breaks and outside the room caucus			
3. Did the mediator explain the process of mediation?			
a. To find a way to the future.			
b. Show the process using the Mediation Map?			
c. Explain their role and the participants roles?			
4. Did the mediator state the business problem per the two criteria below?			
a. How the business outcome is affected (e.g., customer service, production, costs)			
b. What evidence? (facts, observable behaviors)			
5. Did the mediator:			
a. Establish and maintain a safe and effective process?			
b. Engage with each participant to develop communication and interaction?			
c. Recognize and support conciliatory gestures?			
d. Remain appropriately inactive throughout - WAIT			
6. What nudges did the mediator use?			
a. Reframing			
b. Uncovering interests/common interests			
c. Identifying BATNA			
d. Balancing power			
e. Preventing Bullying			
f. Managing Emotions			
7. Closing the Session			
a. Check to see if all issues are addressed			
b. Summarize and record future commitments			
8. Follow-up meeting scheduled?			

Other notes:

