

Mediation Training Institute at Eckerd College

WORKPLACE CONFLICT RESOLUTION PROGRAMS

Final Participant Role Play Feedback - By Assessor

Name of Participant		Name of Assessor	
Date of Assessment		Role-Play	

Codes for Assessment: 4 = Proficient demonstration of skills 3 = Competent demonstration of skills 2 = Working towards competence of skills 1 = Not competent				
Knowledge of Ethics/Codes of Conduct	1	2	3	4
<i>Did the mediator welcome the parties to the mediation?</i>				
<i>Did the mediator ensure parties willingness to participate voluntarily?</i>				
<i>Did the mediator explain the confidentiality of the mediation process?</i>				
<i>Did the mediator cover logistics (time, note-taking, cell phones, etc.)?</i>				
<i>Did the mediator discuss breaks and outside the room caucus?</i>				
Assessor Comments:				
Experience of the Mediation Process	1	2	3	4
<i>Did the mediator explain the process of mediation?</i>				
<i>Did the mediator talk about finding a way to the future? Use the map?</i>				
<i>Did mediator reference the preliminary meeting?</i>				
<i>Did the mediator state their role as the mediator?</i>				
<i>Did the mediator define the parties roles? Commitment to participate?</i>				
<i>Did the mediator ask one of the parties to begin?</i>				
Assessor Comments:				

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Knowledge of the Skills of Mediators – During the Session	1	2	3	4
<i>Did the mediator establish and maintain a safe and effective process?</i>				
<i>Did the mediator engage with each participant to develop communication and interaction?</i>				
<i>Did the mediator recognize and support conciliatory gestures?</i>				
<i>Did the mediator use nudges as needed to move the parties forward? *not all nudges need to be used but where used please mark below</i>				
• <i>Reframing</i>				
• <i>Uncovering Interests/Common Interests</i>				
• <i>Identifying BATNA</i>				
• <i>Informing and Reminding</i>				
• <i>Balancing Power</i>				
• <i>Preventing Bullying</i>				
• <i>Managing Emotions</i>				
Assessor Comments:				
Knowledge of the Skills of Mediators – Closing the Session	1	2	3	4
<i>Did the mediator check to see if all issues are addressed?</i>				
<i>Did the mediator summarize and record future commitments?</i>				
<i>Did the mediator plan for follow-up?</i>				
Assessor Comments:				

