



CAMP/EMA IMI Qualifying MS Course Competency Framework

Core competencies of an effective mediator:

1. Understand the underlying principles of mediation, including:

- Mediation as a needs-based process, founded on the parties right to self-determination;
- Mediation as a voluntary and confidential process
- The philosophical and psychological approach to mediation (the Mediator's Mind®)

2. Understand the mediation process as distinct stages with the goal of each stage:

- Convene to design a process that can successfully gain parties willingness to meaningfully participate;
- Opening to create an environment of safety and hope, conducive for information sharing, identification of underlying needs and interests and meaningful dialogue.
- Support a constructive negotiation after the joint identification of issues consistent with parties needs; keeping the negotiation going through impasse and roadblocks and finally reaching enduring settlement terms that are acceptable to all the parties. The mediator is aware where parties are in each stage of the negotiation process and helps them move at their own pace to the next stage.
- Help parties reach a clear, durable and enforceable agreement.

3. Possess effective skills to support informed decision making that meets parties needs:

- Must have effective mediator communication skills, both verbal (active-listening, strategic questioning, delivery, word choice) and non-verbal.
- Must understand how culture and bias influences individuals both from a neurobiological and behavioral perspective.
- Must appreciate the power of effective apologies and the related issues of timing, content and delivery.
- Need be cognizant of one's own emotional competency and be able to encourage and manage the authentic display of emotions in others.

4. Have the ability to identify and address ethical dilemmas in real time.