

Align Mediation's Criteria for Mediator Competency

The competent mediator:

- Makes a clear opening statement
- Reminds parties of confidentiality
- Gathers information by asking appropriate questions
- Listens and summarises
- Demonstrates appropriate body language
- Develops rapport
- Shows understanding of each party's feelings
- Reframes
- Mutualises
- Normalises
- Educates the parties
- Encourages parties to look at the dispute from the other side
- Strictly maintains confidentiality
- Clarifies and explores issues
- Gives parties tasks in between private sessions
- Encourages problem solving
- Suggests options
- Deals with impasse effectively
- Maintains neutrality
- Deals with power imbalances
- Moves parties from positions to interests
- Brings parties together to get agreement, if reached