

COMPETENCY FRAMEWORK

THE ASSESSMENT WILL BE MADE ACCORDING TO THE FOLLOWING 3 GROUPS OF COMPETENCES

INTERPERSONAL COMPETENCES	PROCESS COMPETENCES	CONTENT COMPETENCES
ESTABLISHING RAPPORT AND COMMUNICATION: <ul style="list-style-type: none"> ➤ Establishes and maintains rapport with the parties and other attendees. ➤ Communicates confidently and openly, both verbally and non-verbally. ➤ Explains the process clearly and ensures parties feel respected and heard. ➤ Recognizes and adapts to different personalities, cultures, and emotional states. ➤ Demonstrates a good understanding of each party's situation and background information. 	MANAGEMENT OF THE MEDIATION PROCESS: <ul style="list-style-type: none"> ➤ Establishes and maintains a safe and efficient work structure. ➤ Explains roles, responsibilities, and procedures to participants. ➤ Demonstrates a thorough understanding of the mediation procedure. ➤ Manages the process with confidence and authority. ➤ Calmly manages any problems or ethical dilemmas that arise during the process. 	FACILITATING SOLUTION CREATION AND DECISION-MAKING: <ul style="list-style-type: none"> ➤ Facilitate the creation of workable solutions for parties. ➤ Motivate the parties and representatives to take responsibility for the outcome of the mediation and make their own decisions. ➤ Let the parties decide the content. ➤ Encourage parties to focus on interests and needs, and move away from positions. ➤ Create an atmosphere conducive to creative problem-solving.
CREATING A SUPPORTIVE ENVIRONMENT: <ul style="list-style-type: none"> ➤ Takes care of the comfort and needs of the participants. ➤ Promotes safety, trust, and neutrality in the mediation process. ➤ Recognizes and manages issues of discrimination, equality, and diversity. ➤ Eliminates useless tension and harnesses constructive tension for progress. ➤ Allows parties to express emotions and encourages direct dialogue. 	CONFIDENTIALITY AND ETHICS IN PROCESS: <ul style="list-style-type: none"> ➤ Respects and upholds confidentiality throughout the process. ➤ Ensures the Mediation Agreement is correctly drafted, understood, and signed by all attendees. ➤ Reminds parties and participants of their confidentiality obligations. ➤ Effectively manages potential and actual conflicts of interest. ➤ Upholds ethical standards and responds appropriately to ethical dilemmas. 	EXPLORING OPTIONS AND MANAGING EXPECTATIONS: <ul style="list-style-type: none"> ➤ Explore and consider other options, avoiding premature commitments. ➤ Highlight the aspects that require special attention: legal, commercial, and personal aspects. ➤ Guide parties to navigate between attention to detail and the big picture to facilitate progress. ➤ Manage parties' expectations of what can be achieved. ➤ Shows an optimistic but realistic approach to negotiations.
PREPARATION AND ADAPTABILITY: <ul style="list-style-type: none"> ➤ Prepares well for the mediation process. ➤ Adapts to diverse individual and corporate cultures. ➤ Develops communication and interaction with each participant individually. ➤ Uses knowledge of body language to improve communication. ➤ Recognizes the importance of issues to the parties and maintains balance in communication. 	EFFECTIVE SESSION STRUCTURING AND MANAGEMENT: <ul style="list-style-type: none"> ➤ Adopts a pace that meets the needs of the parties. ➤ Determines the order of using private and joint meetings based on progress. ➤ Conducts joint meetings in a manner that encourages productive conversations. ➤ Facilitates transitions between sessions efficiently. ➤ Utilizes different session structures as required and appropriate. 	FACILITATING NEGOTIATION TECHNIQUES AND STRATEGIES: <ul style="list-style-type: none"> ➤ Use hypothetical questions and other techniques that expand the possibilities of reconciliation. ➤ Use techniques such as BATNA/WATNA, decision trees, and similar to assist in negotiation. ➤ Recognize negotiation tactics and strategies such as anchoring, phantom players, and similar and respond appropriately. ➤ Facilitates the making of and responding to offers. ➤ Assists in reality testing offers and proposals and ensuring any potential agreements are workable.
ACTIVE LISTENING AND EMPATHETIC RESPONSE: <ul style="list-style-type: none"> ➤ Listens carefully and attentively to all parties. ➤ Stimulates discussion and uses flexible language to positively influence participants. ➤ Uses silence in a positive way and maintains an appropriate balance between mediator and participants' speaking time. ➤ Acknowledges, respects, and responds to the expression of emotions. ➤ Demonstrates empathy by paraphrasing, reflecting, and clarifying to ensure understanding. 	TIME MANAGEMENT AND DOCUMENTATION: <ul style="list-style-type: none"> ➤ Manages time effectively, ensuring parties do not become fatigued or overwhelmed. ➤ Takes minimal notes discreetly, without interfering with engagement and active listening. ➤ Uses visual aids thoughtfully and purposefully to support the process. ➤ Provides clear guidance on expectations for preparatory work and additional sessions. ➤ Reserves time for reflection between sessions to ensure efficient progress. 	PROMOTING COMMUNICATION AND UNDERSTANDING: <ul style="list-style-type: none"> ➤ Identify common points of tangency. ➤ Create opportunities for dialogue. ➤ Assist in reality testing offers and proposals and ensuring any potential agreements are workable. ➤ Explore the positions to gain a better understanding of the interests, needs, beliefs, and priorities involved. Allow the parties to look at the situation from a broader perspective, including the other party's point of view.
EFFECTIVE CONFLICT MANAGEMENT: <ul style="list-style-type: none"> ➤ Motivates parties and representatives to participate actively. ➤ Establishes authority as a mediator while remaining impartial. ➤ Responds appropriately to difficult behavior, using various strategies as necessary. ➤ Encourages parties to talk and express themselves about what is important to them, using communication skills. ➤ Uses humor effectively to maintain a positive atmosphere and facilitate communication. 	FACILITATION OF COMMUNICATION AND DIALOGUE: <ul style="list-style-type: none"> ➤ Encourages parties to express their needs and interests openly and honestly. ➤ Uses questioning and active listening techniques to gather relevant information and encourage dialogue. ➤ Promotes an atmosphere of trust and mutual respect among parties. ➤ Manages emotions and tensions constructively to facilitate progress. ➤ Uses humor and tact judiciously to maintain a positive atmosphere and alleviate tensions. 	MANAGING PROCESS CLOSURE: <ul style="list-style-type: none"> ➤ Help parties thoroughly review and test the proposed solution to ensure it is viable. ➤ Close the process appropriately, ensuring all participants are clear on what steps are required next. ➤ If agreement is reached, assist in ensuring it is drafted correctly and is recorded in a format that can be enforced, if required. ➤ If no agreement is reached, close the process safely and appropriately, ensuring parties know which options are open to them. ➤ Manages follow-up, including billing, in a professional manner.

PARTICIPANT NAME: _____

Date: _____

TRAINER: _____

I. INTERPERSONAL COMPETENCES:

ESTABLISHING RAPPORT AND COMMUNICATION WITH THE PARTIES AND STAKEHOLDERS.

ASSESSMENT

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)

Comments:

CREATING A SUPPORTIVE ENVIRONMENT

ASSESSMENT

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)

Comments:

PREPARATION AND ADAPTABILITY

ASSESSMENT

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)

Comments:

ACTIVE LISTENING AND EMPATHETIC RESPONSE

ASSESSMENT

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)

Comments:

EFFECTIVE CONFLICT MANAGEMENT

ASSESSMENT

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)

Comments:

INTERPERSONAL COMPETENCES: OVERALL ASSESSMENT:

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)

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II. PROCESS COMPETENCES:
MANAGEMENT OF THE MEDIATION PROCESS
ASSESSMENT

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)

Comments:

CONFIDENTIALITY AND ETHICS IN PROCESS:
ASSESSMENT

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)

Comments:

EFFECTIVE SESSION STRUCTURING AND MANAGEMENT:
ASSESSMENT

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)

Comments:

TIME MANAGEMENT AND DOCUMENTATION:
ASSESSMENT

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)

Comments:

FACILITATION OF COMMUNICATION AND DIALOGUE:
ASSESSMENT

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)

Comments:

INTERPERSONAL COMPETENCES: OVERALL ASSESSMENT:

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)

II. CONTENT COMPETENCES:
**FACILITATING SOLUTION CREATION AND DECISION-MAKING
ASSESSMENT**

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)
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Comments:

**EXPLORING OPTIONS AND MANAGING EXPECTATIONS:
ASSESSMENT**

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)
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Comments:

**FACILITATING NEGOTIATION TECHNIQUES AND STRATEGIES:
ASSESSMENT**

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)
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Comments:

**PROMOTING COMMUNICATION AND UNDERSTANDING:
ASSESSMENT**

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)
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Comments:

**MANAGING PROCESS CLOSURE:
ASSESSMENT**

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)
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Comments:

INTERPERSONAL COMPETENCES: OVERALL ASSESSMENT:

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)
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OVERALL PERFORMANCE:

ASSESSMENT

5 (Remarkable)	4 (Very Good)	3 (Competent)	2 (Below Average)	1 (Insufficient)

Trainer Comments:

I. INTERPERSONAL COMPETENCES:

(Large empty box for writing comments)

II. PROCESS COMPETENCES:

(Large empty box for writing comments)

III. CONTENT COMPETENCES:

(Large empty box for writing comments)

Trainer's Signature: _____

Date: _____

Please note: The evaluation is designed to assess the participant's performance in each competency category using the provided qualifications scale. Detailed feedback and improvement plans will be provided to support participants in their development journey.