



## **EQUA COMPETENCY FRAMEWORK**

**Last Updated: 22-08-2023**

The Equa Mediation Training Program aims to equip participants with the skills needed to excel as mediators as well as effective negotiators. Throughout the program, Equa aims to provide participants with a clear understanding of the mediator's required competencies. By following the criteria outlined below, Equa ensures that participants are informed about the essential skills they need to have in order to become effective mediators.

### **1. Understanding the underlying principles of mediation, including:**

- 1.1. Mediation as a need-based process, founded on the parties right to self-determination.
- 1.2. Mediation as a voluntary and confidential process.
- 1.3. The philosophical and psychological approach to mediation.

### **2. Understanding the mediation process as distinct stages with the goal of each stage:**

- 2.1. Convening to design a process that can successfully gain parties' willingness to meaningfully participate.
- 2.2. Opening to create an environment of safety and hope, conducive for information sharing, identification of underlying needs and interests and meaningful dialogue.

- 2.3. Supporting a constructive negotiation after the joint identification of issues in consistence with the parties' needs; keeping the negotiation going through impasse and roadblocks and finally reaching 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.
- 2.4. Helping parties to reach a clear, durable and enforceable agreement.

**3. Possessing effective skills to support informed decision making that meets parties' needs:**

- 3.1. Must understand how culture and bias influences individuals from a behavioral perspective.
- 3.2. Must appreciate the power of effective apologies and the related issues of timing, content and delivery.
- 3.3. Need to 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.**

**5. Core Competencies**

5.1. Communication Skills

- 5.1.1. Active Listening: Demonstrating the ability to listen attentively and empathetically to all parties involved in the mediation process.

5.1.2. Verbal Communication: Using clear, concise, and respectful language to facilitate effective dialogue and understanding.

5.1.3. Non-Verbal Communication: Recognizing and using body language, facial expressions, and gestures to enhance communication.

5.2. Guided Dialogue: Leading constructive conversations that encourage parties to express themselves openly and respectfully.

5.3. Questioning Techniques: Using open-ended questions to elicit meaningful responses and insights from parties.

## **6. Conclusion**

The Mediation Training Competency Framework provides a structured approach to developing the essential skills and knowledge required for effective mediation. By following this framework, participants will be well-prepared to navigate complex disputes and facilitate constructive dialogues towards resolution.

## **7. Contact Us**

For inquiries, concerns, or clarifications regarding this framework or any matters related to mediation training procedures, please do not hesitate to reach out to our dedicated contact point.

Our team is available to address your inquiries and provide assistance, ensuring a transparent and comprehensive understanding of the mediation training processes.