The Competency Framework

The Competency Framework for Mediators represents a comprehensive blueprint designed to elucidate the multifaceted skills, ethical principles, and procedural guidelines essential to the mediation profession. Crafted with meticulous attention to detail, this framework aligns seamlessly with the foundational values and principles of mediation, including neutrality, confidentiality, effective conflict management, and communication. By providing a structured approach to understanding the responsibilities inherent in the role of a mediator, this framework serves as a robust foundation for practitioners to navigate the complexities of mediation with proficiency and integrity.

1. **Mediation Knowledge and Process Management**

   - Ability to understand the core values and principles, benefits of mediation, and its differences with other forms ADR.

   - Understanding the principles of mediation (*These could include (but not be limited to) self-determination, impartiality, neutrality, avoiding conflicts of interest, mediator competence, confidentiality, quality of process, etc)*

   - Ability to understand and manage well the 4 phases in a mediation session: opening, information gathering, problem solving and resolution, and closing.

   - Structuring and managing mediation sessions effectively.

   - Time management and agenda setting.

   - Guiding parties through the mediation process.

   - Evaluated through written assessment and role-play performance and feedback .

   Ethical Conduct

   - Ability to understand the ethics of mediation.

   - Adherence to professional standards and codes of ethics.

   - Maintaining confidentiality and neutrality.

   - Respecting autonomy and self-determination of parties.

   - Assessed through adherence to mediator code of conduct and ethical dilemmas scenarios.

   Conflict Resolution Knowledge

- Understanding of conflict theory and mediation principles.

- Ability to identify underlying issues and interests.

- Knowledge of different conflict resolution techniques.

- Assessed through roleplays, and written coursework.

2. **Relationship Management**

Communication Skills

- Clear and effective communication with parties involved in mediation.

- Ability to understand and demonstrate active listening, reframing, rephrasing and empathy.

- Use of Verbal and non-verbal communication skills.

- Ability to build rapport, confidence, and trust.

- Measured through observation in role-plays and feedback from participants.

   Cultural Competence

- Sensitivity and awareness of cultural differences.

- Ability to adapt mediation approach to diverse cultural contexts.

- Respect for cultural norms and values.

- Evaluated through role-plays involving diverse cultural scenarios and discussions.

Emotional Intelligence

- Self-awareness and self-regulation.

- Managing emotions during mediation sessions.

- Empathy and rapport-building with parties.

- Ability to understand and demonstrate withholding of personal judgement, values and beliefs.
- Ability to understand and demonstrate fair treatment by giving equal opportunities for parties to be heard in a confidential setting as appropriate including during pre- and post-mediation meetings and during the mediation itself.

- Evaluated through feedback during role-play observations.

3. **Mediation Content Management**

Leadership

- Ability to confidently convene and manage the entire mediation process including pre-mediation, mediation itself and post-mediation if any.

Negotiation Skills

- Ability to understand interests and positions in a negotiation.

- Ability to understand best alternative to a negotiated agreement (BATNA), worst alternative to a negotiated agreement (WATNA) and zone of possible agreement (ZOPA).

- Knowledge of Effective negotiation strategies and techniques.

- Help Generating creative solutions and options.

- Maintaining impartiality and fairness.

- Demonstrated through negotiation exercises and role-plays.

Problem-Solving Ability

- Ability to identify issues, interests, and formulate agenda.

- Ability to collect and analyse information and assist parties to problem solve and to make decisions (analytical & critical thinking) with the use of open-ended questions to generate options and reality test the options.

- Capacity to facilitate constructive dialogue.

- Generating mutually acceptable agreements.

- Assessed through role-plays.

Competency	Assessment Mode
Mediation Knowledge and Process Management	Evaluated through written assessment and role-play performance and feedback

Competency	Assessment Mode
- Understanding core values, principles, and benefits of mediation	
- Understanding mediation principles (e.g., self-determination, impartiality)	
- Managing the 4 phases of mediation effectively	
- Structuring and managing mediation sessions	
- Time management and agenda setting	
- Guiding parties through the mediation process	
Ethical Conduct	Assessed through adherence to mediator code of conduct and ethical dilemmas scenarios in written assignment and role-plays
- Understanding the ethics of mediation	
- Adherence to professional standards and codes of ethics	
- Maintaining confidentiality and neutrality	
- Respecting autonomy and self-determination of parties	
Conflict Resolution Knowledge	Assessed through roleplays
- Understanding conflict theory and mediation principles	
- Identifying underlying issues and interests	
- Knowledge of different conflict resolution techniques	
Relationship Management	
Communication Skills	Assessed through roleplays
- Clear and effective communication	
- Demonstrating active listening, reframing, empathy	

Competency	Assessment Mode
- Using verbal and non-verbal communication skills	
- Building rapport, confidence, and trust	
Cultural Competence	Assessed through roleplays
- Sensitivity and awareness of cultural differences	
- Adapting mediation approach to diverse cultural contexts	
- Respecting cultural norms and values	
Emotional Intelligence	Assessed through roleplays
- Self-awareness and self-regulation	
- Managing emotions during mediation sessions	
- Empathy and rapport-building with parties	
- Withholding personal judgment and demonstrating fairness	
- Ensuring fair treatment and equal opportunities for parties	
Mediation Content Management	
Leadership	
- Convening and managing the entire mediation process	
Negotiation Skills	Demonstrated through negotiation exercises and role-plays and theoretical knowledge through written assignement
- Understanding interests and positions in negotiation	
- Knowing BATNA, WATNA, and ZOPA	
- Using effective negotiation strategies and techniques	

Competency	Assessment Mode
- Generating creative solutions and options. SMART Testing	
- Maintaining impartiality and fairness	
Problem-Solving Ability	Assessed through role-plays
- Identifying issues, interests, and formulating agenda	
- Collecting and analyzing information	
- Assisting parties to problem solve and make decisions	
- Facilitating constructive dialogue	
- Generating mutually acceptable agreements	