

## CORE COMPETENCIES FOR MICADR CMTP

### Skills:

#### 1. Active Listening and Empathy:

- **Definition:** The ability to fully focus, understand, respond, and remember what the other party says, while also demonstrating understanding and concern for their emotions and perspectives.
- **Assessment:** Trainees should be able to listen without interrupting, reflect on what the speaker has said, and use techniques such as paraphrasing to confirm understanding. Empathy should be shown through verbal and non-verbal cues, like appropriate facial expressions and tone of voice.

#### 2. Neutrality and Impartiality:

- **Definition:** The mediator's ability to remain unbiased and not favor any party in the mediation process.
- **Assessment:** Trainees should be evaluated on their ability to facilitate discussions without showing preference or making judgments. This includes avoiding leading questions or statements that might suggest partiality.

#### 3. Effective Communication and Conflict Resolution Techniques:

- **Definition:** The use of clear, concise, and purposeful language to foster understanding between parties, and the deployment of strategies to address and de-escalate conflict.
- **Assessment:** Trainees should demonstrate an understanding of various communication techniques, such as rephrasing, summarizing, and non-verbal cues. Their capacity to guide discussions productively and reduce tension through conflict de-escalation tactics should also be assessed.

#### 4. Process Management and Problem-Solving:

- **Definition:** The mediator's ability to manage the mediation process, including setting the structure, timelines, and ensuring both parties follow the agreed-upon procedures.
- **Assessment:** Trainees should show competence in organizing and managing the mediation session, guiding parties through each stage, and using problem-solving strategies to facilitate a mutually acceptable outcome.

### Knowledge:

#### 1. Understanding of Mediation Principles and Processes:

- **Definition:** A foundational knowledge of the theoretical frameworks, stages, and goals of mediation.
- **Assessment:** Trainees should be able to explain key mediation principles, such as voluntary participation, confidentiality, and the role of the mediator.

They should understand the mediation process from pre-mediation to conclusion.

**2. Familiarity with Ethical Considerations and Professional Standards:**

- **Definition:** Knowledge of the ethical guidelines and professional standards that govern mediation practice.
- **Assessment:** Trainees should be able to identify ethical dilemmas, such as conflicts of interest or breaches of confidentiality, and demonstrate knowledge of the relevant professional codes of conduct.

**Application:**

**1. Ability to Apply Theoretical Knowledge to Practical Scenarios:**

- **Definition:** The capacity to transfer knowledge from theory to real-world mediation contexts.
- **Assessment:** Through role-playing or simulations, trainees should be able to apply mediation models and techniques to manage disputes effectively.

**2. Creativity in Generating and Evaluating Solutions:**

- **Definition:** The mediator's ability to think outside the box and propose innovative solutions that meet the needs of both parties.
- **Assessment:** Trainees should be assessed on their ability to facilitate brainstorming sessions and evaluate the practicality and fairness of proposed solutions. Flexibility in adapting strategies to suit the conflict dynamics is essential.

**3. Professional Behavior and Adherence to Ethical Guidelines:**

- **Definition:** Maintaining a professional demeanor throughout the mediation process, including adherence to ethical standards and norms.
- **Assessment:** Trainees should demonstrate professionalism in their interactions, upholding ethical standards like confidentiality, neutrality, and respect for all parties involved.

This comprehensive assessment of skills, knowledge, and application ensures that trainees are not only familiar with mediation theory but are also competent in applying these principles in practice.