

Commercial Mediation for the Arab World
Competency Framework and Ways of Assessment
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Competency Framework and Ways of Assessment:

- Module 1 Learning Outcomes:
 - Student can use several techniques for diagnosing the sources of conflict and appropriate interventions.
 - Understands his or her own conflict style and how it might influence how he or she mediates.
 - Understands the nine enneagram personalities and can use that information to work more effectively with disputing parties.
 - Understand the positive and negative attributes of conflict.
 - Understands available ADR options and how mediation fits with them.
 - Understand the three parts of most stories told by disputing parties – what happened, feelings, and identity.
- Module 1 Assessments:
 - Exercises
 - Analytical tools
 - Capstone written assessment analyzing a difficult conversation
- Module 2 Learning Outcomes:
 - Student knows basic negotiation terminology.
 - Knows how to use interest-based negotiation techniques.
 - Knows how to use distributive bargaining techniques.
 - Knows how to spot and defend against hard bargaining tactics.
 - Can easily use the communication skills of active listening, questioning, paraphrasing, and reframing.
 - Has a better understanding of the role of emotions in negotiation and mediation.
 - Can represent clients in mediation.
- Module 2 Assessments:
 - Role-plays
 - Exercises
 - Analytical tools
 - Capstone Negotiation Role-play
- Module 3 Learning Outcomes:
 - Student understands which cases are ripe for mediation, who should attend mediation, and how to set up the mediation rooms for success.
 - Understands the process stages of mediation and can make smooth transitions between them.
 - Understands the various styles or approaches of mediators.
 - Can create a pre-mediation intake form.

- o Can create an Agreement to Mediate.
- o Can help create the Final Settlement Agreement.
- o Can skillfully and confidently engage in the mediator's opening orientation, interest ID, agenda setting, option generation, option selection, and ending the mediation.
- o Understands the core values of mediation – party self-determination, mediator neutrality, and confidentiality and can spot and resolve ethical issues with some ease.
- o Understands the circumstances in which the mediator should withdraw.
- o Understands the need for party evaluation and ongoing professional growth.
- Module 3 Assessments:
 - o Roleplays
 - o Exercises
 - o Capstone Co-Mediation Role-play