

## Ciarb Mediation Module 1 Competence Statements

### People Skills

To pass in People Skills, the candidate must consistently demonstrate professional presence, respectful and attentive communication, and the ability to build rapport with all parties. At minimum, this includes maintaining appropriate manner and non-verbal behaviour, actively listening and valuing contributions, responding with empathy to emotional needs, and creating an environment in which parties can speak openly and safely. The candidate must also use language, tone, and silence effectively, and demonstrate friendliness, optimism, and persistence in managing interactions, including under pressure.

### Process Skills

To pass in Process Skills, the candidate must demonstrate the ability to manage the mediation process in a structured, constructive, and outcome-focused way. At minimum, this includes summarising accurately, reframing negative language into constructive terms, maintaining confidentiality, acknowledging feelings and perspectives, and sustaining optimism and momentum. The candidate must use questioning appropriately, including open, closed, hypothetical, and challenging questions, while avoiding leading or multiple questions, showing genuine interest, and using silence effectively. They must also test parties' positions by reality testing, assisting risk assessment, challenging assumptions, anticipating consequences, and keeping responsibility with the parties for both problems and solutions, while using information effectively, supporting constructive use of offers, guiding parties towards settlement, helping them save face, avoiding deadlock and unproductive exchanges, and bridging gaps.

### Management Skills

To pass in Management Skills, the candidate must demonstrate the ability to facilitate and manage the mediation process in a fair, efficient, and supportive way. At minimum, this includes encouraging communication between the parties, identifying key issues where appropriate, ensuring even-handedness in the face of power imbalances, and helping parties move constructively from past to future. The candidate must emphasise the voluntary nature of mediation, allow parties to leave if they are not content, and show flexibility in the use of joint, private, or small-group meetings. They must keep



parties informed of developments, manage time effectively, and set tasks to maintain momentum. The candidate must also use physical space to advantage, schedule breaks appropriately for comfort and refreshment, and use visual aids such as flipcharts to support clarity. Throughout, the mediator must enable the parties to construct their own solutions without giving advice.