

## Competency framework for assessment

The assessment process is spread over a 4-hours period.

To pass this assessment a mediator must cumulate a minimum score of votes – at least 130 points – in a total of 4 sessions.

Competencies	Points
<p><b>1st session – Mediator qualities:</b></p> <ul style="list-style-type: none"> <li>-Appropriate manners in conducting mediation</li> <li>-Use of Non-verbal communication</li> <li>-Responding in a positive way to others</li> <li>-Appreciation of own values and preferences</li> <li>-Building true and valuable rapports</li> <li>-Sensitivity to the problems of others</li> <li>-Appreciating all inputs</li> <li>-Use of humour</li> <li>-Showing respect to all</li> <li>-Use of paraphrases</li> <li>-Keeping mental, not written note</li> <li>-Alertness to emotional needs</li> <li>-Creating a secure setting</li> <li>-Ability to talk freely and openly to all parties</li> <li>-Ability to accept feelings of all parties</li> <li>-Ability to listen actively</li> <li>-Ability to analyse problems, identify and separate the issues involved, and frame these issues for resolution or decision-making;</li> <li>-Ability to identify and separate the mediator’s personal values from issues under consideration;</li> </ul>	<p><b>(to pass the exam of this session: 90 points maximum, 45 points minimum)</b></p>
<p><b>2nd session – Procedural skills:</b></p> <ul style="list-style-type: none"> <li>-Ability to treat the parties equally and fairly</li> </ul>	<p><b>(to pass the exam of this session: 80 points maximum, 40 points minimum)</b></p>

<ul style="list-style-type: none"> <li>-Patience</li> <li>-Involving all</li> <li>-Sustaining optimism</li> <li>-Flexibility</li> <li>-Use of positive language</li> <li>-Turning negative language to positive</li> <li>-Ability to use clear, neutral language in speaking and in writing</li> <li>-Gathering information with the use of open question</li> <li>-Checking comprehension with the use of closed questions</li> <li>-Testing possible solutions with the use of hypothetical questions</li> <li>-Testing reality with the use of challenging questions</li> <li>-Correct use of silence effectively</li> <li>-Ability to help parties invent creative options</li> <li>-Ability to screen out non-mediabile issues</li> <li>-Ability to help the parties identify their own BATNAs and WATNAs</li> </ul>	
<p><b>3rd session – Negotiation skills:</b></p> <ul style="list-style-type: none"> <li>-Using information tactically</li> <li>-Helping parties to use information positively</li> <li>-Identification of key points</li> <li>-Dealing with interruptions</li> <li>-Dealing with power imbalance</li> <li>-Dealing with inappropriate behaviors</li> <li>-Moving from the past to the future</li> <li>-Moving from rights and obligations to interests and needs</li> <li>-Avoiding impasse</li> <li>-Helping the parties in saving their own face</li> <li>-Making long-lasting decisions</li> <li>-Ability to earn trust and develop rapport</li> </ul>	<p>(to pass the exam of this session: 60 points maximum, 30 points minimum)</p>
<p><b>4th session – Case management skills:</b></p> <ul style="list-style-type: none"> <li>-Maintaining timetables</li> <li>-Avoiding redundant time</li> <li>-Using visual aids (as power-point slides, overhead projector, video-recorder, etc...)</li> <li>-Keeping the parties informed</li> </ul>	<p>(to pass the exam of this session: 20 points maximum, 10 points minimum)</p>