



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
1st session – Mediator qualities: -Appropriate manners in conducting mediation -Use of Non-verbal communication -Responding in a positive way to others -Appreciation of own values and preferences -Building true and valuable rapports -Sensitivity to the problems of others -Appreciating all inputs -Use of humour -Showing respect to all -Use of paraphrases -Keeping mental, not written note -Alertness to emotional needs -Creating a secure setting -Ability to talk freely and openly to all parties -Ability to accept feelings of all parties -Ability to listen actively -Ability to analyse problems, identify and separate the issues involved, and frame these issues for resolution or decision-making; -Ability to identify and separate the mediator's personal values from issues under consideration;	(to pass the exam of this session: 90 points maximum, 45 points minimum)
2nd session – Procedural skills: -Ability to treat the parties equally and fairly	(to pass the exam of this session: 80 points maximum, 40 points minimum)

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