

Mediation International has adopted the following MII Core Mediator Competencies in its mediation courses:

### **Grading for our students:**

Participants in MI courses are graded on the objectives detailed below, as well as a mandatory minimal achievement of 75% in our courses. Those students receiving a final grade below 75% are offered additional tutorials, mentoring and assessments.

Each student is assessed individually and the results of their assessment determines any additional assistance they are offered. Students are, for example, provided additional role plays, tutoring, mentorship etc. as required. We, at MI, are very fortunate to have many professionals available to assist in the learning process of our students.

### **Managing the Relationship in Mediation:**

Establishes and maintains a respectful trusting and balanced relationship with the participants by:

Creating rapport

Respecting the participants

Encouraging mutual respect among all participants

Being objective and impartial

Modelling 'advanced communication skills' with co-mediator

Demonstrates key mediator skills and qualities (e.g., listening, questioning, assertiveness, observation, tolerance, openness, honesty etc.)

Encourages the participants' self determination

Facilitates a collaborative relationship between the participants

Enables the participants to hear each other's stories

Enables the participants to develop a relationship with the mediator(s) and if feasible, with each other in the room, whereby they express feelings and become "real" to each other

Encourages use of preferred names

Recognizes and acknowledges conciliatory gestures and concessions

Facilitates expressions of regret and apology between the participants

Enables the participants to explore their future relationship, if relevant

### **Managing the Process of Mediation:**

Deals effectively with initial resistance to mediation

Ensures participants have a clear understanding of the structure of mediation, process and roles

Assists the participants in negotiating the process, ground rules and agenda for mediation sessions

Manages the introduction process in a respectful, balanced and clear fashion

Works effectively with co-mediator in controlling the stages of the process

Attends and explores participants' concerns and empathises with feelings

Encourages participants to openly converse

Manages the separation of issues into an agenda

Assists participants in understanding the consequences of their plans

Assists participants with option building, broadening the number or scope of options

Empowers the participants to explore and find their own ways forward

Manages the creative discussion of possible ways forward

Ensures participants have a clear understanding of expectations in relation to preparation and delivery of the joint meeting

Assists participants in exploring and reality-testing alternatives to mediation

Manages impasse, resistance, or difficult behaviour

Demonstrates appropriate use of joint meetings and Caucus

Works with power imbalance or control issues

Handles intense emotions

Displays flexibility and uses creative strategies effectively

Assists participants with reality testing next steps, particularly through the use of questioning and consultation with other agencies where appropriate

Enables the participants to develop clarity about their concerns

Facilitates Agreement

Writes Agreement

Enables participants to complete a service evaluation

Engages in 'evaluative feedback' session with co-mediator

### **Manages the Content of the Mediation**

Obtains, identifies, organizes, analyzes, prioritizes and evaluates information

Assesses the issues and options logically

Reads, comprehends and uses relevant written materials

Writes clearly and concisely, using neutral language

Organizes records and materials

Asks the participants to elicit information from other professionals (such as appraisers, actuaries, accountants, mental health professionals, child protection professionals, lawyers) with the objective of broadening rather than limiting the participants' options

### **Managing the Self**

Demonstrates mastery of the mediation process

Demonstrates an awareness of ethical issues

Engages in ongoing assessment of appropriateness of case for Mediation

Demonstrates appropriate level of skill, competence, and effectiveness

Demonstrates ability to work with co-mediator and clients

Demonstrates ability to self reflect