

RICS Accredited Civil Commercial Mediation Assessment Report

Candidate name:

RICS Mediation Training Assessment checklist for videoed role plays

Candidates need to score at least “adequate” in all fields to pass
Throughout, please mark appropriate column with a “✓”

i = inadequate

a = adequate

g = good

| | i | a | g | | i | a | g |
|--|---|---|---|---|---|---|---|
| OPENING | | | | Preservation of confidentiality | | | |
| Opening statement content | | | | Effective process, pace and time management | | | |
| Confidence of presentation | | | | Appropriate tasking | | | |
| Engagement with parties | | | | Skill in evaluative interventions | | | |
| Setting the climate and tone | | | | NEGOTIATION | | | |
| Establishing appropriate authority | | | | Issue identification/conveyance | | | |
| Building rapport | | | | Skill of reality checking | | | |
| EXPLORATION | | | | Confidence of reality checking | | | |
| Development of rapport | | | | Reframing | | | |
| Demonstrating active listening | | | | Conveyance offers and counter offers | | | |
| Using appropriate non-verbal communication | | | | Keeping track | | | |
| Encouraging parties to open up | | | | Preservation of confidentiality | | | |
| Developing a conversation with parties | | | | Skill in evaluative interventions | | | |
| Extracting a narrative | | | | ANALYSIS OF POSITIONS | | | |
| Identifying issues, concerns and needs | | | | Accurate summarising | | | |
| Standard of exploration | | | | Appropriate action planning | | | |
| Standard of questioning/probing | | | | CLOSING | | | |
| Use of appropriate notes | | | | Summary of issues | | | |
| Accurate summarising | | | | Confirmation of next steps | | | |

| OVERALL SUMMARY | Inadequate | Adequate |
|--|-------------------|-----------------|
| Grasp of process | | |
| Confidence of presentation | | |
| Control of process, and speaks clearly and concisely | | |
| Understanding of evaluative mediator role and appropriateness of any opinion expressed | | |
| Instils confidence in the parties | | |
| Facilitates the production of an actionable settlement agreement | | |
| Preservation of confidentiality throughout the process | | |
| Identifies and explores issues interests and needs | | |

| “FATAL FLAWS” Has the candidate: | Yes | No |
|---|------------|-----------|
| Breached confidentiality? | | |
| Exerted improper pressure? | | |
| Misled one or both parties? | | |

Assessors' Remarks

Essay

Result

The candidate recommended for accreditation as an RICS Mediator