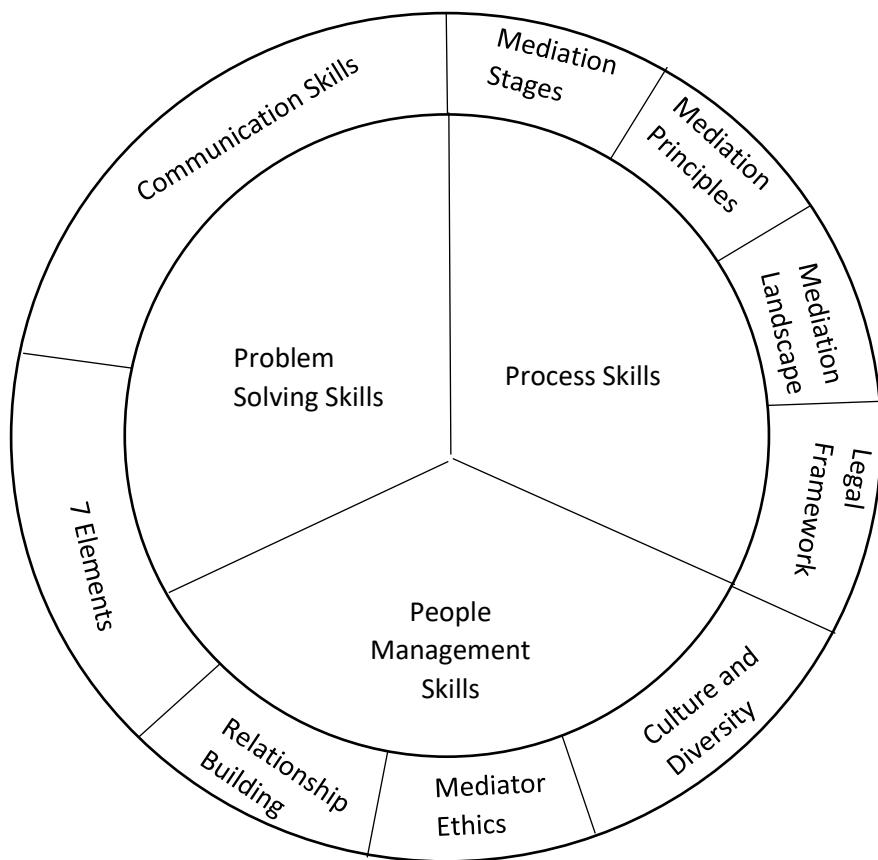


## Annex A Competency Framework for QAP Assessments



### Process Skills

#### Mediation Stages

- Clear understanding of the structure of mediation, process and roles
- Assist the parties in negotiating the process, ground rules and agenda for mediation sessions
- Explore issues to understand interests of parties
- Conduct joint and private sessions competently
- Assist parties with option building, broadening the number or scope of options
- Assist parties in exploring and reality-testing alternatives to mediation

#### Mediation Principles

- Communicate clearly and concisely, using neutral language
- Being objective and impartial
- Respect the confidentiality nature of mediation
- Work effectively with co-mediator in controlling the stages of the process
- Encourage parties to openly converse

## Mediation Landscape

- Familiar with mediation regulation
- Able to differentiate the different types of mediation practice in different institutions

## Legal Framework

- Facilitate Settlement Agreement
- Understand Mediation Act, related Statutes, Statutory Legislations and Practice Directions

## People Management Skills

### Relationship Building

- Create rapport among all parties
- Encourage mutual respect among all parties
- Demonstrate key mediator skills and qualities (e.g. listening, questioning, assertiveness, observation, tolerance, openness, honesty etc.)
- Facilitate a collaborative relationship between the parties
- Handle intense emotions

### Mediator Ethics

- Demonstrate an awareness of ethical issues
- Engage in ongoing assessment of appropriateness of case for Mediation
- Demonstrate ability to work with co-mediator and parties
- Demonstrate ability to self-reflect
- Work with power imbalance or control issues

### Culture and Diversity

- Aware of differences in beliefs and customs when communicating with parties
- Understand the dynamics of the parties and use techniques to manage it

## Problem-Solving Skills

### 7 Elements

- Use 7 elements as a basis of problem-solving and people management skills
- Able to identify underlying issues
- Assist to generate options
- Guide parties to think of alternatives

### Communication Skills

- Modelling 'advanced communication skills'
- Enables the parties to develop clarity about their concerns