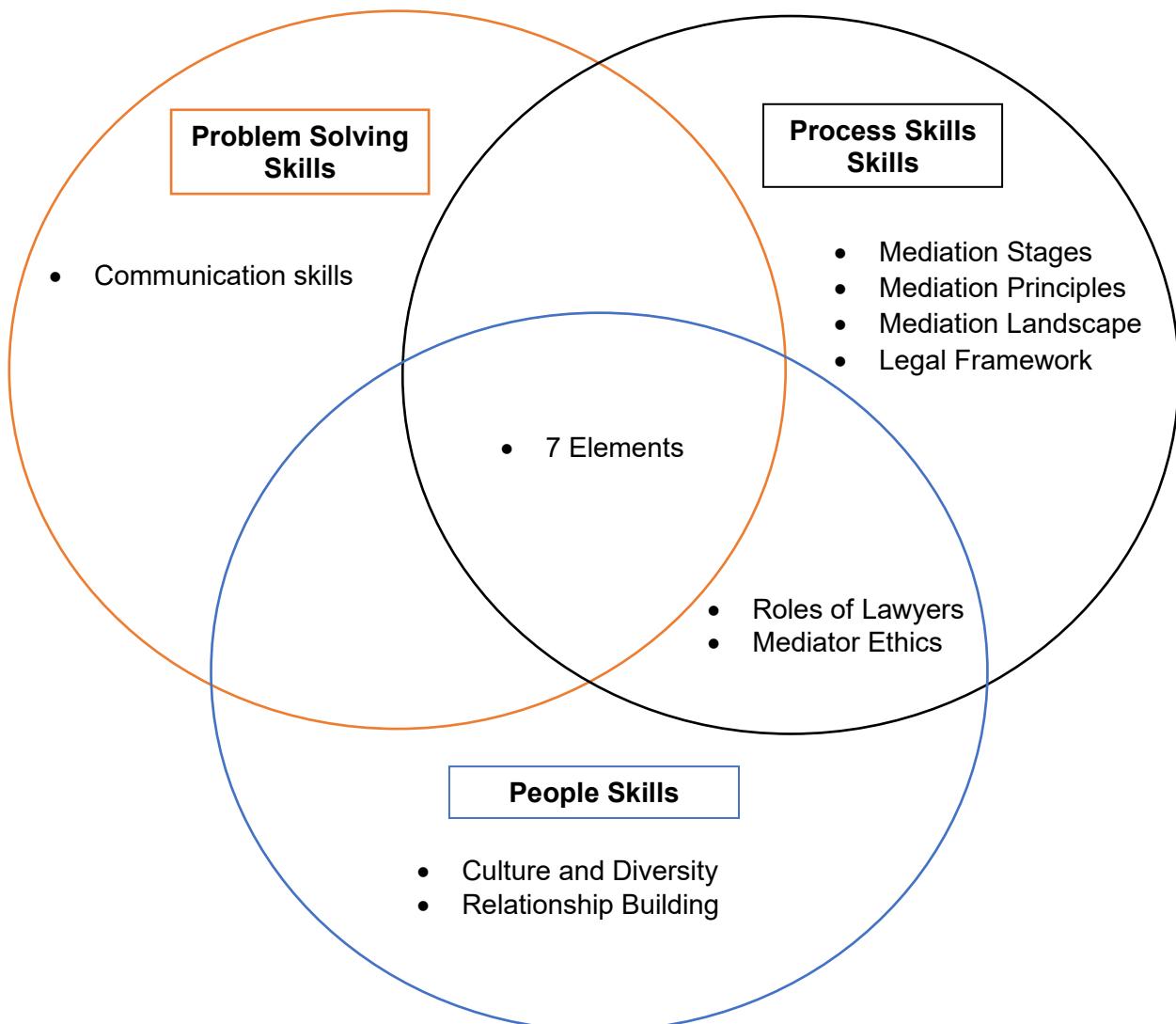


## Annex A Competency Framework for Basic Mediation Training



This competency framework only provides the scope of the training topics that will be covered in the basic mediation training. The training will cover the high standard expected of a professional mediator. By the end of the 40-hour basic mediation training, graduates would possess the following skills:

#### Mediation Stages

- Understand 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 confidently
- 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
- Behave in an objective and impartial manner
- 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

#### 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
- Manage 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

### The Roles of Lawyers

- Recognise the roles of lawyers in making of a successful mediation
- Aware of the nature of authority to settle in a mediation

### 7 Elements

- Apply 7 elements as a basis of problem-solving
- Perform critical thinking in identifying underlying issues
- Assist to generate options
- Guide parties to think of alternatives

### Communication Skills

- Model 'advanced communication skills' with co-mediator
- Guide the parties to develop clarity about their concerns