

SINGAPORE MEDIATION CENTRE
ASSESSOR FEEDBACK FORM

Name of Assessor:	Training Programme:
Name of Mentor:	Date:

Evaluation key (please check appropriate column for each skill):

1 = Not Observed; 2 = Needs Improvement; 3 = Acceptable; 4 = Very Good; 5 = Excellent

Skill	1	2	3	4	5	Comment
A. Process						
Introduce yourself						
Brief the participants						
Used strategy such as questioning skills, give concrete examples and give specific feedback, sandwich method, made use of disputants to debrief, etc.						
Conduct a safe and conducive environment for mediators to show their skills.						
Take note of how mediator performs and record them on the Mediator's report.						
Return the MSA Scoring Forms to SMC for review.						
Do not disclose result						
Provide sufficient evidence for Distinction, Fail and Pass cases.						

B. Substance					
Provide in depth review of performance on Process skills based on SMC's model of mediation and approved processes.					
Provide in depth review of performance on People Management skills. I.e. reframing, managing emotion, managing disruptive parties, etc.					
Provide in depth review of performance on Problem-Solving skills based on 7 Elements and use of communication techniques.					

Additional Comment

(This large rectangular box is intended for additional comments or notes.)

Suitable as Assessor: Yes / No

Signature of Mentor: _____