

**SINGAPORE MEDIATION CENTRE  
COACHING FEEDBACK FORM**

<b>Name of Coach:</b>	<b>Training Programme:</b>
<b>Name of Mentor:</b>	<b>Date:</b>

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

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

<b>Skill</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Comment</b>
<b>A. Process</b>						
Introduce self	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Brief the participants on the objective of coaching – to provide feedback so that they can use the skills at work or personal life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Check with the participants how they wish coaches to give feedback – at the end of each stage or as and when required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SCMP 2 - Check with the participants if they are taking accreditation assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Responded effectively to questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Appropriate timing for intervention.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Adopted appropriate tone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Used coaching strategy such as questioning skills, give concrete examples and give specific feedback, sandwich method, made use of disputants to provide feedback, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Feedback given was clear, useful and applicable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Conduct a safe and conducive environment for mediators to practice their skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Take note of how mediator performs and record them on the Mediator's report.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Return the Mediator's report to the participant playing as mediator for review.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>B. Substance</b>						
Discuss only 1 or 2 learning points on Process skills based on SMC's model of mediation and approved processes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Discuss only 1 or 2 learning points on People Management skills. I.e. reframing, managing emotion, managing disruptive parties, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Discuss only 1 or 2 learning points on Problem-Solving skills based on 7 Elements and use of communication techniques.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Provide correct feedback on process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Provide correct feedback on people management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Provide correct feedback on people management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Additional Comments**

A large, empty rectangular box with a thin black border, intended for providing additional comments.

**Suitable for Solo-Coaching: Yes / No**

Signature of Mentor: \_\_\_\_\_