

SINGAPORE MEDIATION CENTRE
COACHING FEEDBACK FORM

Name of Coach:	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 self	<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"/>					
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"/>					
SCMP 2 - Check with the participants if they are taking accreditation assessment	<input type="checkbox"/>					
Responded effectively to questions.	<input type="checkbox"/>					
Appropriate timing for intervention.	<input type="checkbox"/>					
Adopted appropriate tone.	<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"/>					
Feedback given was clear, useful and applicable.	<input type="checkbox"/>					
Conduct a safe and conducive environment for mediators to practice their skills.	<input type="checkbox"/>					
Take note of how mediator performs and record them on the Mediator's report.	<input type="checkbox"/>					
Return the Mediator's report to the participant playing as mediator for review.	<input type="checkbox"/>					
B. Substance						
Discuss only 1 or 2 learning points on Process skills based on SMC's model of mediation and approved processes.	<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"/>					
Discuss only 1 or 2 learning points on Problem-Solving skills based on 7 Elements and use of communication techniques.	<input type="checkbox"/>					
Provide correct feedback on process.	<input type="checkbox"/>					
Provide correct feedback on people management.	<input type="checkbox"/>					
Provide correct feedback on people management.	<input type="checkbox"/>					

Additional Comments

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

Suitable for Solo-Coaching: Yes / No

Signature of Mentor: _____