

Mediator Scoring Sheet forPage 1

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	1	2	3	4	5
KNOWLEDGE					
Basic principles					
Principles and aims of mediation					
Phases of the mediation process					
Legal framework of mediation					
Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders					
Knowledge of several ethic guidelines					
Traditional settlement of a dispute and mediation					
Communicating effectively in writing					
Knowledge of human behaviour and performance					
Knowledge of individual differences in ability, personality, and interests; learning and motivation					
Knowledge of principles and processes for providing customer and personal services. (Customer needs assessment, meeting quality standards for services, evaluation of customer satisfaction)					
Knowledge of group behaviour and dynamics, societal trends and influences, migrations, ethnicity, cultures, their history and origins					
Principles of working together with a co-mediator					
Knowledge of international and national mediation guidelines and rules (UN, EU etc.)					
Knowledge to help the parties drafting an agreement					
Techniques					
Dealing with interruptions					
Dealing with power imbalance					
Dealing with inappropriate behaviours					
Moving from rights and obligations to interests and needs					
Avoiding impasse					
Gathering information with the use of open question					
Checking comprehension with the use of closed questions					
Testing possible solutions with the use of hypothetical questions					
Testing reality with the use of challenging questions					
Supporting mediation process by summarizing and reframing facts					
Use of paraphrases					
Mediator Qualities					
Attitude and ethics of the mediator					
Knowledge of literature					
Knowledge of the supporting network					
TOTALS					
SUM					