

Mediator Scoring Sheet forPage 1/3

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SKILLS					
Basic principles of mediation					
Ability to treat the parties equally and fairly					
Creating a secure setting and atmosphere of trust					
Take care of all aspects of confidentiality					
Recognition of self-determination of the parties					
Conduct the mediation in a neutral and impartial manner					
Supporting long-lasting decisions					
Helping the parties in saving their own face					
Effective communication skills					
Using clear, positive and neutral language consistently					
Turning negative language to positive					
Defusing conflict at the table					
Ability to listen actively					
Ability to talk freely and openly to all parties					
Not interrupting at inappropriate times					
Responding in a positive way to others					
Consistently using open and neutral body language and behaviour					
Correct use of silence effectively					
Uncovering underlying interests of parties					
Facilitative rather than inquisitorial					
Sustaining optimism, prevent mediation stalling, encourage progress towards resolution					
Use of humor					
Case management skills					
Maintaining timetables					
Avoiding redundant time					
Using visual aids (as power-point slides, overhead projector, video-recorder, etc...)					
Keeping the parties informed					
Appropriateness of having or not having a caucus					
Procedural skills					
Overall management of the mediation process in an effective and authentic manner					
Involving all					
Maintained momentum in discussion					
Ability to screen out non-mediable issues					
Ability to help parties invent creative options					
Ability to help the parties identify their own BATNAs and WATNAs					
Maintained control of process					
Patience					
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Mediation process					
Welcome, leading into the room, setting, useful opening statement					
Explanation of mediation principles (confidentiality, privilege, determination of outcome by the parties, voluntary, role of the mediator, role of the advisors/advocates, procedure to be followed ground rules, checked authority to settle, parties' questions, commitment to proceed)					
Evaluation, BATNA, WATNA					
Facilitating parties uninterrupted opportunities to present opening statement					
Summary of parties' opening statements (including substance & emotions)					
Established a list of issues					
Prioritized issues with the parties					
Identified common ground, if appropriate					
Facilitated discussion of issues					
Allowed/encouraged direct communications (where appropriate)					
Facilitated mutual understanding					
Managed interruptions, negative interactions appropriately					
Appropriate duration					
Appropriate use of the first joint session					
Appropriate time to begin separate meetings					
Rapport enhanced with the parties					
Relevant caucus skills/techniques used (e.g. Reality testing; doubt creation; challenging, allowing venting, gathering further information, brainstorming, developing offers, etc.)					
Assisting parties to transfer identified interests and needs into creative options (e.g. brainstorming)					
Exploring possible options					
Reality testing possible options and potential settlement proposals					
Assisting parties to formulate offers and proposals					
Conveying offers accurately if requested by parties (where appropriate)					
<i>Closing in final joint session (Process):</i>					
Facilitating fine tuning of settlement terms					
Checking all issues included					
Reality testing agreed settlement terms					
Facilitating agreement on future action					
Facilitating contingency arrangements if required					
If no agreement: - Summarizing progress - Assisting parties to consider way forward - Ending mediation with a positive note					
Appropriate use of final joint session					
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Effective problem solving support					
Asking timely and appropriate clarifying questions					
Assisting the parties to separate interests from positions					
Focussing on what is in dispute and linking it to the parties' interests					
Considering the relative costs and benefits of potential actions					
Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems					
Mediator Qualities					
Ability to analyse problems, identify and separate the issues involved, and frame these issues for resolution or decision-making					
Ability to identify and separate the mediator's personal values and preferences from issues under consideration					
Appropriate manners in conducting mediation					
Showing respect to all					
Alertness to emotional needs and feelings of all parties					
Being aware of others' reactions and understanding why they react as they do					
Demonstrating understanding of parties' interests					
Appreciating all inputs					
Ability to earn trust and develop rapport					
Keeping mental, not written note					
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SUM					