

Overview of the CEDR competencies
Observable during the MST assessed sessions:

Relationship competencies	
1. Creates an environment conducive to mediation <ul style="list-style-type: none"> conveys energy, enthusiasm and personal warmth builds confidence in the mediator and establishes mediator authority sets a productive tone for the mediation appears relaxed, alert and well-prepared communicates in an assured, open manner, verbally and non-verbally chooses language to influence parties positively makes good use of the physical working environment, including seating arrangements acts as a good host and is attentive to parties' comfort and needs recognises and handles any issues of discrimination and power imbalance harnesses positive tension and defuses damaging tension is sensitive to team dynamics and manages intra-team relationships adapts to different individual and corporate cultures accepts and values contributions from all parties, regardless of gender, age, race, disability and other identity considerations 	2. Engages with each individual to establish and maintain rapport, communication and interaction <ul style="list-style-type: none"> encourages parties to talk, using a conversational style demonstrates active listening through giving full attention, prompting, paraphrasing and reflecting shows awareness of parties' non-verbal communication builds a conversation, avoiding interview, investigation or interrogation maintains effective airtime balance between mediator and each participant uses silence positively to encourage engagement by parties picks up on verbal and non-verbal cues demonstrates understanding of each party's situation, their feelings about it and its significance allows for expressions of emotion, by recognising, respecting and responding to them uses touches of appropriate humour effectively works with individuals in addressing issues of unconscious bias affecting relationships, if necessary
Process competencies	
1. Establishes and maintains a safe and fair working structure <ul style="list-style-type: none"> takes responsibility for the principles of the mediation process establishes confidence in the process with all parties demonstrates familiarity with the procedure, ground rules and responsibilities behaves throughout as a process manager ensures equality of opportunity in participation by the parties attends to any individual needs, to enable parties to engage as fully as possible explains, respects and preserves confidentiality checks confidentiality before moving on, especially at the end of private meetings demonstrates neutrality through equal treatment of the parties and the use of inclusive and non-judgmental language uses the non-binding nature of the process to encourage freer participation opens the mediation well with clarity and structure supports self-determination of outcomes for each party including recognising assumptions, and holding back on mediator's ideas for settlement handles challenges to either the process or the mediator, calmly and with authority is alert to ethical dilemmas and handles them safely 	2. Manages the process actively and works with the phases of mediation <ul style="list-style-type: none"> takes responsibility for process practicalities and pacing guides and advises the parties about using the process and working with the phases of mediation makes decisions about the order of events and the use of private and joint meetings consistent with progress opens and closes private meetings effectively, including appropriate use of summarising demonstrates good time management sets relevant tasks for parties while away from the mediator, and picks these up later keeps notes, as necessary, unobtrusively sets up any joint meetings after the opening with a clear purpose chairs any joint sessions in a manner that encourages productive conversations uses any visual aid or flipchart with a clear purpose manages transitions between sessions and keeps all parties informed regarding the process takes time for reflection between meetings and manages own pace, energy level and emotions
Content competencies <i>(assessed in relation to the relevant stage of mediation, as indicated by the dotted red lines)</i>	
1. Enables each party to express their views; broaden perspectives; expand possibilities; generate options <ul style="list-style-type: none"> uses active listening skills, including questions, for understanding, probing and expanding encourages each party to talk about the things that are important to them identifies with each party the topics to work on, which may include facilitating their setting an agenda probes issues to discover what matters to each party and why helps each party focus on interests, needs, priorities and options picks up on areas for further attention – including legal, commercial and personal aspects identifies any common ground enables each party to see the situation from a broader perspective including the other party's point of view generates an atmosphere of creative problem solving helps each party to think creatively, including considering any non-financial settlement options, before moving to detailed negotiations assists each party in generating options to address their needs and the needs of the other party <u>keeps a horizon of settlement in view for everyone</u> recognises and works with each party's different negotiating styles and tactics challenges, as required, each party's expectations about the negotiations assists each party in evaluating options helps each party navigate between attention to the detail and awareness of the bigger picture 	2. Facilitates a basis for information exchange between the parties; enables a flow of information; actively assists the negotiations to move towards a workable settlement <ul style="list-style-type: none"> creates opportunities for dialogue between the parties, encouraging the sharing of interests, needs and priorities between them takes the initiative in asking for permission to disclose information, ideas or offers conveys permitted information and offers between the parties in a considered way, tactically and for positive impact <u>identifies progress made and work still to be covered</u> coaches parties to negotiate effectively keeps options open, avoiding premature commitment to solutions helps the parties to exchange creative ideas in an effective way takes account of any previous settlement offers works with the parties to find a direction for settlement and the shape of the agreement before moving to detailed terms assists in formulating wording and works well with numbers to enhance the persuasiveness of messages between parties helps parties to save face for themselves and each other when <u>shifting position</u> <u>uses active listening skills, including questions, for challenging and to encourage decision-making</u> helps parties to test that a proposed solution is workable, including in the light of past interactions and where things went wrong challenges and reality-tests at an appropriate stage to encourage movement helps parties to reassess the risks and benefits of particular outcomes, including failure to agree uses strategies to overcome deadlock helps parties draw together a comprehensive settlement package

Demonstrated through the written post-course assignments: Competency 7: Able to facilitate the concluding phase of mediation
AND Competency 8: Able to review own practice and develop as a mediator