

**Civil/Commercial Mediation Feedback Form for Trainers, Coaches and Assessors**

**NOTE:** This document should be used together with the competency framework “ADR ODR International Mediation Marking Criteria”.

When giving feedback either orally or on paper ADR ODR International trainers, coaches and assessors are required to use the Hampel Method / IATC.

<p style="text-align: center;"><b>HEADNOTE</b></p>	<ol style="list-style-type: none"> <li>1. Identify the feature to be addressed.</li> <li>2. It must be <b>simple, clear</b> and <b>positive</b> in its expression.</li> <li>3. Aim at describing the feature to be addressed in <b>one word</b>.</li> <li>4. Describes the feature being addressed and fixes the “lesson” in the delegate’s mind.</li> </ol>
<p style="text-align: center;"><b>PLAYBACK</b></p>	<ol style="list-style-type: none"> <li>5. Note the delegate’s performance in the feature to be addressed.</li> <li>6. Read back/ refer to the note of the question or argument, which is the subject of the headnote.</li> </ol>
<p style="text-align: center;"><b>REASON</b></p>	<ol style="list-style-type: none"> <li>7. Explain why it is important that the delegate improves on the performance.</li> <li>8. The <b>key word</b> identified in the headnote are used throughout.</li> </ol>
<p style="text-align: center;"><b>REMEDY</b></p>	<ol style="list-style-type: none"> <li>9. Simple, clear, short and supportive statement of how the delegate can improve his/her performance in relation to the errors identified in the Headnote, rehearsed in the Playback and justified in the Reason.</li> </ol>

<p style="text-align: center;"><b>DEONSTRATION</b></p>	<p>10. <b>Simple</b> and <b>connected</b>. The object is not to show the delegate how the trainer, coach, assessor or an experienced advocate would do it. Instead, the object is to show the delegate how to deal with the identified problem better, given his/her <b>current level of attainment</b>.</p>
<p style="text-align: center;"><b>REPLAY</b></p>	<p>11. A repeated performance by the delegate, concentrated on the area of the Review. Purpose is to discover what the delegate has learnt. If it becomes clear that the lesson has not been learnt the failure is the trainer, coach or assessor either in not pitching the Review to the delegate's current level of attainment, or the trainer, coach or assessor has not been clear and specific, or both.</p>