



Mediator's name: NAME
MONTH
YEAR

Assessor feedback

Mediation phase:

Introduction

Reception of parties and presentations	Meet criteria	3
Creating a positive climate	Meet criteria	3
Explanation of the process		
voluntary	Meet criteria	3
flexible	Meet criteria	3
confidential	Meet criteria	3
Explanation of the role of the mediator		
as facilitator	Meet criteria	3
not to impose a solution	Meet criteria	3
not to advise	Meet criteria	3
Explanation of procedural rules		
private sessions	Meet criteria	3
joint sessions	Meet criteria	3
Authority to decide	Meet criteria	3
Discussion of time constraints (if any)	Meet criteria	3
Definition of directives		
equal opportunities to speak	Meet criteria	3
frank and open discussion	Meet criteria	3
Purpose of mediation	Meet criteria	3
TOTAL		45

Result

Mediator has the required level in this phase 45

NB: The mediator has reached the required level at this stage if the total is greater than or equal to 45

Specific face-to-face and online skills		
Listening skills and appropriate eye contact	Meet criteria	3
Contextualized questioning and using various forms of questions in a way to find interests with appropriate use of silence	Meet criteria	3
Summary, Contextualized reformulation, organization of themes	Meet criteria	3
Application of emotion management techniques	Meet criteria	3
Raising doubts, help creating options, test options in real life	Meet criteria	3
Definition of a technical protocol with the parties	Meet criteria	3
Using technology effectively (transparent to parties)	Meet criteria	3
Regular monitoring of the parties' perceptions and attitudes towards online mediation to ensure that the parties handle the online process on equal terms and competence. Adequacy of the process in a respectful way	Meet criteria	3
Maximizing the use of technology at the specific moment of mediation (negotiation creation of options, verification of the emotional state of the parties ...)	Meet criteria	3
Understanding how to adapt text, audio, video-based communication to the type issue the parties are discussing and mediation in general	Meet criteria	3
Proper management of the continuation and termination of online mediation ((interruption and cut by the parties, technical failures, automated processes, etc.	Meet criteria	3
Can translate face-to-face mediation techniques into the online environment	Meet criteria	3
Demonstration of self-awareness of professional online performance	Meet criteria	3

Assessor feedback

Mediation phase:

1st Joint Session

(a) Declarations by the Parties		
Recognize the parties concerns	Meet criteria	3
Adequate control of interaction	Meet criteria	3
(b) Identification Concerns / Issues		
Identification of issues and interests and confirmation with the parties	Meet criteria	3
Management of interventions	Meet criteria	3
Neutral and objective summary	Meet criteria	3
Framework of issues	Meet criteria	3
Help in setting the agenda	Meet criteria	3
(c) Deepening the issues		
Did the mediator facilitate the deepening (discussion) of the agenda topics?	Meet criteria	3
Use of appropriate questions	Meet criteria	3
Use of summaries	Meet criteria	3
Did you manage the transition to private sessions correctly?	Meet criteria	3
Demonstration of understanding of parties and lawyers concerns	Meet criteria	3
TOTAL		36

Result
Mediator has the required level in this phase 36
NB: The mediator has reached the required level at this stage if the total is greater than or equal to 36
Specific face-to-face and online skills

Listening skills and appropriate eye contact	Meet criteria	3
Contextualized questioning and using various forms of questions in a way to find interests with appropriate use of silence	Meet criteria	3
Summary, Contextualized reformulation, organization of themes	Meet criteria	3
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Proper management of the continuation and termination of online mediation ((interruption and cut by the parties, technical failures, automated processes, etc.)	Meet criteria	3
Can translate face-to-face mediation techniques into the online environment	Meet criteria	3
Demonstration of self-awareness of professional online performance	Meet criteria	3

Assessor feedback

Mediation phase:	Private Session	
Explanation of session confidentiality at the beginning of the session	Meet criteria	3
Consideration of the needs of the other party		
- at the beginning of the session	Meet criteria	3
- during the session, if necessary	Meet criteria	3
The mediator provided an opportunity to discuss		
- new issues / concerns	Meet criteria	3
- existing issues / concerns	Meet criteria	3
The mediator helped to identify options	Meet criteria	3
The mediator tested the options in practice	Meet criteria	3
The mediator helped the parties to identify alternatives	Meet criteria	3
The mediator helped the parties to consider alternatives to the options	Meet criteria	3
The mediator did not give advice	Meet criteria	3
The mediator helped the parties to prepare for subsequent joint sessions	Meet criteria	3
Confidentiality and / or disclosure authority discussed in the conclusion	Meet criteria	3
TOTAL		36

Result **Mediator has the required level in this phase 36**

NB: The mediator has reached the required level at this stage if the total is greater than or equal to 36

Specific face-to-face and online skills		
Listening skills and appropriate eye contact	Meet criteria	3
Contextualized questioning and using various forms of questions in a way to find interests with appropriate use of silence	Meet criteria	3
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Can translate face-to-face mediation techniques into the online environment	Meet criteria	3
Demonstration of self-awareness of professional online performance	Meet criteria	3

Assessor feedback

Mediation phase:

Private Session

Explanation of session confidentiality at the beginning of the session	Meet criteria	3
Consideration of the needs of the other party		
- at the beginning of the session	Meet criteria	3
- during the session, if necessary	Meet criteria	3
The mediator provided an opportunity to discuss		
- new issues / concerns	Meet criteria	3
- existing issues / concerns	Meet criteria	3
The mediator helped to identify options	Meet criteria	3
The mediator tested the options in practice	Meet criteria	3
The mediator helped the parties to identify alternatives	Meet criteria	3
The mediator helped the parties to consider alternatives to the options	Meet criteria	3
The mediator did not give advice	Meet criteria	3
The mediator helped the parties to prepare for subsequent joint sessions	Meet criteria	3
Confidentiality and / or disclosure authority discussed in the conclusion	Meet criteria	3
TOTAL		36

Result

Mediator has the required level in this phase 36

NB: The mediator has reached the required level at this stage if the total is greater than or equal to 36

Specific face-to-face and online skills

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Demonstration of self-awareness of professional online performance	Meet criteria	3

comments

Assessor feedback

Mediation phase:	Negotiation (x2)	
The mediator promoted direct negotiation between the parties	Meet criteria	3
The mediator encouraged the search for creative solutions	Meet criteria	3
The mediator encouraged the reflection of objective criteria	Meet criteria	3
The mediator refrained from advising solutions	Meet criteria	3
The mediator encouraged the expansion of the possibilities of solution by the parties, without giving	Meet criteria	3

TOTAL

Result

Mediator has the required level in this phase 30

NB: The mediator has reached the required level at this stage if the total is greater than or equal to 30

Specific face-to-face and online skills

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Demonstration of self-awareness of professional online performance	Meet criteria	3

Assessor feedback

Mediation phase:	Conclusion (x2)	
The mediator progressively synthesized the agreement	Meet criteria	3
The mediator summarized the agreement (s) (if any)	Meet criteria	3
The mediator helped to draft a protocol of agreement on the resolved issues	Meet criteria	3
Formal documentation considered	Meet criteria	3
TOTAL		24
Result	Mediator has the required level in this phase 24	

NB: The mediator has reached the required level at this stage if the total is greater than or equal to 24

Specific face-to-face and online skills		
Listening skills and appropriate eye contact	Meet criteria	3
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Demonstration of self-awareness of professional online performance	Meet criteria	3
comments		

Assessor feedback

Specific Skills Assessment (x2)

(average of ratings on each part of the mediation)	Note
Listening skills and appropriate eye contact	3,0
Contextualized questioning and using various forms of questions in a way to find interests with appropriate use of silence	3,0
Summary, Contextualized reformulation, organization of themes	3,0
Application of emotion management techniques	3,0
Raising doubts, help creating options, test options in real life	3,0
Definition of a technical protocol with the parties	3,0
Using technology effectively (transparent to parties)	3,0
Regular monitoring of the parties' perceptions and attitudes towards online mediation to ensure that the parties handle the online process on equal terms and competence. Adequacy of the process in a respectful way	3,0
Maximizing the use of technology at the specific moment of mediation (negotiation, creation of options, verification of the emotional state of the parties ...)	3,0
Understanding how to adapt text, audio, video-based communication to the type of issue the parties are discussing and mediation in general	3,0
Proper management of the continuation and termination of online mediation ((interruption and cut by the parties, technical failures, automated processes, etc.)	3,0
Can translate face-to-face mediation techniques into the online environment	3,0
Demonstration of self-awareness of professional online performance	3,0

Result **Mediator has the required level in these skills 78,0**

NB: The mediator has reached the required level in these competences if the total is greater than or equal to 78

General assessment of how the mediator managed the mediation process (maximum 30)

Result **Mediator has the required level in these skills 30**

NB: The mediator has reached the required level in these skills if the total is greater than or equal to 30

General assessment of the mediator's professional attitude (maximum 24)

Result **Mediator has the required level in these skills 24**

NB: The mediator has reached the required level in these skills if the total is greater than or equal to 24

General assessment of advanced skills (maximum 21)

Result **Mediator has the required level in these skills 21**

NB: The mediator has reached the required level in these skills if the total is greater than or equal to 21

Assessor feedback

Mediator's name:

Date of evaluation:

RESUME

	Result	Note		With	
		required	Full mark	Approved	Distinction
Phase 1: Introduction of the Mediator	45	45	60	SIM	
Phase 2: First Joint Session	36	36	48	SIM	
Phase 3: At Private sessions	36	36	48	SIM	
Phase 4: Negotiation	30	30	40	SIM	
Phase 5: Conclusion	24	24	32	SIM	
Assessment of specific skills face to face and online	78	78	104	SIM	
General assessment of how the mediator managed the mediation process	30	30	40	SIM	
General assessment of the mediator's professional attitude	24	24	32	SIM	
General assessment of advanced skills	21	21	28	SIM	
TOTAL GLOBAL	324.0	324.0	432.0		
<i>NB: the mediator passed the evaluation if his result is greater than or equal to 324/432 (75%)</i>	75%	75%			

Based on the assessment the mediator is qualified for ICFML Advanced Certified Mediator, QAP of IMI

comments