

MEDIATION SKILLS CHECKLIST

Managing the Process	P	I	NA
Is able to explain the mediation process and role of the mediator.			
Sets a tone that helps put people at ease.			
Guides transitions between stages			
Has good sense of timing.			
Is flexible in tailoring the process to the needs of the parties.			
Respects the parties rights to make their own decisions.			
Upholds the parameters of confidentiality.			
Notes	P	I	NA
Managing Interactions			
Maintains open, honest and supportive atmosphere			
Treats parties with respect and affirmation			
Maintains Neutrality			
Demonstrates effective active listening skills/Uses clear language			
Maintains composure when challenged			
Avoids appearance of bias or favoritism			
Handles conflict and strong emotions effectively			
Helps parties to see things positively			
Helps parties to see problems from the others' point of view			
Is able to ask tough questions in a non threatening manner			
Avoids giving opinions or making judgments			
Works cooperatively with co-mediator			
Keeps discussions focused on issues relevant to the negotiations			
Demonstrates patience and persistence			
Notes	P	I	NA
Managing Information			
Presents and re-frames information clearly			
Seeks understanding of underlying needs			
Determines area of flexibility			
Keeps track of new information and changing perspectives			
Develops strategic direction			
Introduces brainstorming or role reversal to encourage re-evaluation of positions and development of options			
Encourages parties to develop a new solution(s)			
Identifies common interests			
Encourages collaborative efforts between parties			
Recognizes potential areas of agreement			
Summarizes at appropriate times			
Supports parties' control of the outcome			
Helps to frame a clear, balanced, specific and future-oriented agreement.			
Notes			

P= Performed skill well / I = Is working on skill / NA= Mediation did not address this skill