

## QUESTIONS FOR OBSERVERS

1. Did the mediator show that s/he was listening and trying to understand each parties position?

Yes

No

2. Were the phrases and questions used by the mediator neutral and non-judgmental?

Yes

No

Like what?

3. Did the mediator encourage the parties to think about different options?

Yes

No

How?

4. Did the mediator transmit information about the case that was helpful toward settlement discussions?

Yes

No

Like what?

5. Write down questions that you thought the mediator posed that were helpful

6. In your opinion, what worked well?

7. Other comments