

## Evaluation Form for Mediators

Mediator's Name: \_\_\_\_\_

Judge's Name: \_\_\_\_\_

Room and time: \_\_\_\_\_

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### Instruction for Judges

*The mediators shall be scored independently from the Teams. There are 5 categories, each earning 1-10 points. In total, the mediator may receive up to 50 points. Please make sure to mark all the categories and complete both sides of the Evaluation Form. When scoring, put only whole numbers into the scoring sheet and add together all the individual scores at the end of the Evaluation Form.*

### Evaluation Form

#### 1. Opening Statement of the Mediator:

- Preparation of the opening statement
- Did the opening statement explain main principles of mediation
- Did the opening statement explain sufficiently the role of the mediator
- Did it calm the parties, was the mediator perceived as credible, was rapport established with the parties

Score: \_\_\_\_\_

#### 2. Relationship Management within Mediation:

- Establishing and maintaining a balanced relationship with both parties conducive to collaboration through:
  - Promoting the emergence and/or correction of the relationship
  - Fostering mutual respect between the parties
  - Supporting party attributes that facilitate dispute resolution (e.g., active listening, assertiveness, tolerance, observational skills, honesty, etc.)
  - Encouraging parties' efforts to act independently and confidently
  - Promoting parties' perception of the other party's perspective, situation, and motivation
  - Supporting parties' ability to listen and understand, encouraging friendly gestures and concessions
  - Encouraging the expression of remorse and other strong emotions that contribute to improving the parties' relationships
  - Intervention against inappropriate behavior - its suitability and appropriateness
  - Promoting future collaboration (if possible)

Score: \_\_\_\_\_

#### 3. Mediation Process Management:

- Demonstrating the ability to adapt to specific phases of mediation
- Using a variety of mediation techniques such as active listening, open-ended questions, mirroring etc.
- Establishing basic rules of conduct and ensuring compliance with them
- Timely and appropriate allocation of agenda items
- Proper conduct of caucus, if conducted
- Supporting solution-seeking and expanding the topics
- Reality testing and time management
- Managing deadlocks and/or challenging situations
- Demonstrating flexibility and creativity
- Using flip charts and visualization when appropriate

**Score:** \_\_\_\_\_

**4. Content Management within Mediation:**

- Gathering, identifying and understanding parties' interests, separating them from positions
- Gaining, identifying, organizing, and analyzing parties' priorities and evaluating information
- Managing strong emotions
- Resolving topics logically and systematically
- Utilizing parties' BATNAs (Best Alternative to a Negotiated Agreement)
- Supporting parties in obtaining necessary information from third parties, if applicable (e.g., accountants, lawyers, experts, psychologists, etc.)
- Ability to work effectively with all individuals involved in the mediation, clarifying their roles

**Score:** \_\_\_\_\_

**5. Communication Skills and Mediation techniques**

- Appropriate use of mediation techniques to ascertain the content of the dispute
- Appropriate body language
- Effective use of language
- Addressing any communication issues faced by the parties
- Displaying mediator objectivity and impartiality
- Asking appropriate, open-ended questions
- Recognizing and dealing with any ethical/cross-cultural issues
- Managing differences between parties (gender, cultural, social, knowledge-based, etc.)

**Score:** \_\_\_\_\_

**Total Score:** \_\_\_\_\_

**Notes:**

**Strong sides:**

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**Things to work on/Tips for future mediations:**

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