

IIAM MEDIATOR SKILL EVALUATION FORM

(CONFIDENTIAL)

Name of Mediator:

Number of parties:

Year of mediation:

Name of person filling the Evaluation form:

Number of times you have participated in a mediation as a party / counsel or mediator:

Telephone / Email:

• Tick your responses on a scale of 1-5 (1 = low; 5 = high)

1. **Preparation:** Effectiveness at demonstrating an understanding of the dispute.

1    2    3    4    5

2. **Managing the Process/Customization:** Effectiveness at developing an overall approach/ strategy for the mediation, including soliciting substantive input from parties and/or counsel.

1    2    3    4    5

3. **Investigation/Information Gathering:** Effectiveness at seeking out and identifying relevant information pertinent to the dispute.

1    2    3    4    5

4. **Analysis/Critical Thinking:** Effectiveness at assessing strengths and weaknesses; asking relevant and insightful questions; fostering clarity; grasping substantive issues, personal conflicts, and underlying interests; exhibiting intuitive reasoning.

1    2    3    4    5

5. **Managing Emotions & Tensions:** Effectiveness at coping with inter-personal conflicts between the parties and/or the parties' professional representatives and reducing tension by using appropriate disarming tactics.

1    2    3    4    5

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6. **Inventiveness/Problem-Solving:** Effectiveness at pursuing collaborative solutions and generating ideas and proposals that were realistic, achievable and consistent with the facts of the controversy.

1    2    3    4    5

7. **Generating Agreements:** Effectiveness at working with parties' decision-making styles, beliefs, emotions, interests, and knowledge of the facts to facilitate agreements on both procedural and substantive issues.

1    2    3    4    5

8. **Persuasion/Presentation Skills:** Effectiveness of verbal expressions and physical gestures, i.e. "body language," in communicating with the parties and their representatives.

1    2    3    4    5

9. **Empathy:** Effectiveness at expressing awareness and consideration of the needs of others; listening attentively to others and responding with understanding.

1    2    3    4    5

10. **Persistence:** Effectiveness at encouraging the parties to keep on working to achieve settlement without applying pressure to accept a particular outcome.

1    2    3    4    5

