

Institute for Dispute Resolution QAP Reviewer Assessment Form

Name of Mediator:

Mediation Institution (if any):

Reviewer's Name:

Start Date of Mediation:

End Date of Mediation:

Total Hours of Mediation:

Place of Mediation:

Nature of Mediated Matter:

Mediator's Preparedness		
Question	Approved? (Y/N)	Notes
Would you consider the overall demeanor of the mediator to be appropriate and professional during the mediation process?		
Did the mediator take appropriate and effective approaches to the mediation itself?		
Did the mediator set ground rules for the mediation effectively?		
Did the mediator listen to the wants and needs of each party and understand the situation properly?		

Mediator's Communication Skills:		
Question	Approved? (Y/N)	Notes
Did the mediator show signs of empathy by making an effort to learn both party member's unique perspective?		
Did the mediator utilize techniques such as reframing and questioning to facilitate dialogue further between the parties?		
Were there any observable signs of trust building between the mediator and the parties?		

Mediator's Objectivity:		
Question	Approved? (Y/N)	Notes
Did the mediator show signs of being impartial and fair to all members of the mediation?		
Did the mediator keep all of those involved on topic to continue dialogue?		

Mediator's Collaboration Skills:		
Question	Approved? (Y/N)	Notes
Did the mediator use any tools and/or techniques that improved the process of opposing parties to work together in tandem with each other?		
Did the mediator integrate a form of roleplaying into the session so that both parties understand each other's perspective?		
Did the mediator guide both parties towards understanding of each other's wants and needs?		

Mediator's Negotiation Skills:		
Question	Approved? (Y/N)	Notes
Did the mediator guide the opposing parties towards a self-discovered conclusion and settlement?		

Mediator's Process Management Skills		
Question	Approved? (Y/N)	Notes
Did the mediator show efficient time management skills?		
Did the mediator show efficient event management skills?		
Did the mediator assess the conflict thoroughly before making suggestions?		
Did the mediator listen to the wants and needs of each party and understand the situation properly?		
Did the mediator facilitate dialogue to help construct a creative and peaceful agreement between the opposing parties?		