

New Mediator Evaluation Form

New Mediator: _____

Evaluator: _____

Use the scale indicated below to evaluate the new mediator in the areas specified.

1 = Poor 2 = Needs Work 3 = Satisfactory 4 = Good 5 = Excellent

Interpersonal Skills – Consider ability to:

1. communicate clearly and effectively to the disputants 1 2 3 4 5
2. exhibit impartiality yet maintain control of the process 1 2 3 4 5

Maturity – Consider your reaction to this person's:

3. poise and mannerisms 1 2 3 4 5
4. ability to make a professional impression 1 2 3 4 5

Social Sensitivity – Consider the person's sensitivity to and understanding of:

5. the reactions and feelings of others
6. their ability to respond appropriately and effectively 1 2 3 4 5

Initiative – Consider:

7. how the person carries the discussion to completion 1 2 3 4 5

Cooperativeness

8. The person's attitude & ability to work with others as a co-mediator 1 2 3 4 5

Mental and Verbal Ability – Consider:

9. the ease with which this person grasps new ideas 1 2 3 4 5
10. the person's ability to express their thoughts in a clear and unbiased fashion 1 2 3 4 5

Receptiveness to feedback – Consider the person's response to:

11. positive feedback 1 2 3 4 5
12. constructive criticism 1 2 3 4 5
13. Would you want this person to mediate a case for you? 1 2 3 4 5

Phase 1: Introduction

- ___ Names of everyone present
- ___ Ground rules
- ___ Confidentiality
- ___ Explanation of mediation

Phase 2: Telling the Story

- ___ Listen
- ___ Reflect and paraphrase after each disputant speaks
- ___ Keep ground rules
- ___ Identify issues

Phase 3: Understanding the problem

- ___ Listen for issues
- ___ Listen for possible agreements
- ___ Listen for needs

Phase 4: Alternative Search

- ___ Point out areas of agreement
- ___ List each issue to address
- ___ Summarize needs
- ___ Brainstorm

Phase 5: Resolution

- ___ Evaluate ideas one at a time
- ___ Consider workability
- ___ Make sure agreements are specific
- ___ Make sure agreements are balanced
- ___ Sign agreement forms

Phase 6: Departure

- ___ Fill out evaluations and forms
- ___ Explain follow-up
- ___ Thank the participants and reinforce agreement