



SCORE SHEET FOR MEDIATOR

SCORING SCALE: 1 = Poor 2 = Average 3 = Good 4 = Very Good 5 = Exceptional

Name of College:

Chamber Number:

No.	Criteria	Marks
(1)	Opening Statement Conveying the importance of the process, tactics adopted to calm parties, effective explanation of the process with special reference to his/her role.	
(2)	Establishing Working Atmosphere Explanation of the ground rules, balancing adherence to rules with kindness to parties, whether Mediator facilitates an informal discussion or stiff and formal approach (depending on the situation)	
(3)	Mediation Process Patience, positivity, persistence and professionalism, building of trust and rapport with the parties, maintaining impartial and non-judgmental approach, adherence to ground rules.	
(4)	Effective Communication Skills Adaptation of techniques of active and passive listening, body language, timely intervention to guide the process of mediation.	
(5)	Effective Mediating Skills Use of common and conflicting interests to the advantage of the Mediation process, assisting parties to move ahead with the relationship, contribution for an effective process and outcome; assistance in developing a problem-solving approach.	
(6)	Profiling Parties Interests Elucidating the parties' interests, identifying common and conflicting interests and helping parties generate interests	
(7)	Navigation of Caucus Purpose of calling caucus, timing, enabling parties to identify their real needs and interests, objective review of the process of settlement, encouraging the parties open up to their real demands	
(8)	Eliciting Information: Framing of questions, manner of asking uncomfortable questions, collecting information while maintaining an unbiased image, optimum use of time by asking only relevant questions.	
(9)	Facilitating Option Generation: Approach adopted in assisting option generation, steps taken to keep options realistic and ethical, encouraging the parties to generate win-win options.	
(10)	Sensitivity to ethical and cross cultural issues Handling of the ethical issues, being sensitive to the different cultural backgrounds of the parties.	
<p>Negative Marking (if any) - In case of non-adherence to rules, time penalty, mediator acts more like an Adjudicator or Arbitrator and plays no active role. <i>Glaring=5, Flagrant=4, Serious=3, Minor=2, Deliberate inaccuracies=1</i></p>		—
Total:		

Name of Assessor:

Signature:



