



Calm Mediation

MEDIATOR SKILLS

Listening and general communication

Giving people space to say what they need to, feeding back accurately what they say, asking appropriate, encouraging questions and gathering facts effectively.

Summarising

Being able to gather together and re-present facts, feelings, issues and ways forward.

Building rapport

Creating the feeling in other people that their thoughts and feelings are understood, giving them a chance to make their own decisions, at their own pace, and demonstrating a real interest in helping clients resolve their dispute.

Assertiveness

Being clear about your own needs and able to express them to other people without putting them down.

Facilitation

Assisting other people to communicate, listen, express emotions and concerns.

Problem-solving

Finding out facts, identifying problems, looking at what can be done about them and working out plans of action.

Conflict management

Staying calm, being assertive, encouraging communication between clients when emotions are running high, defusing anger, acknowledging and responding to strong feelings, keeping positive.

Presentation skills

Able to put across ideas, create summaries in ways that help people build understanding. Realising the effectiveness of verbal expression, gesture and body language in communication with the clients and using them appropriately.

Management of the mediation process

Able to put together a variety of skills, provide a structure for the clients, and keep control of the process.



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MEDIATOR QUALITIES

Understanding of situations and people

Has experience with people, some understanding of various different kinds of behaviour, the necessary substantive knowledge of the issues, and a familiarity with relevant rules or guidelines.

Ability to learn from experience

Willing to build on knowledge, self-awareness and understanding of others.

Genuineness

Honesty, knowledge of one's own strengths and weaknesses.

Openness to other people

Respect, understanding of differences, and an awareness of own prejudices.

Impartiality

Is concerned about the outcome for both sides and has ability to demonstrate that to the clients.

Self awareness

Pays attention to own feelings and behaviour, so as not to treat the clients unfairly without realising it.

Flexibility

Is able to adapt the process in order to meet the needs of each situation.

Balance

Has the ability to be aware of own feelings, and balance them with the needs of the situation; can match the need for authority and control with a concern for the clients.

Commitment to equal opportunities

A willingness to build an understanding of how 'isms' such as racism, sexism and ageism play a part in disputes between people. To be aware of different cultural needs, and to work with a diversity of clients and colleagues in an even-handed non-discriminatory fashion.

Analytical ability

Has the ability to assess realistic chances of change and agreement; knows when to stop and when to continue.

Creativity

Ability to come up with ideas, try different ways of working where necessary, and be flexible to changing situations.

Professionalism

Takes work seriously, is prepared and on time. Is respectful to clients at all times.