Utah Dispute Resolution
Mediator QA Evaluation Form

Name: ________________________
Date: _________________________
Observer: _____________________

Introduction:
- Welcome and opening comments
- Explain mediation process
- Clarify roles of participants
- Cover Agreement to Mediate
- Ground rules

Information Sharing:
- Encourage client participation
- Define issues
- Briefly summarize information and concerns
- Balance time and focus between clients

Issue Clarification:
- Ask appropriate questions
- Identify interests, differences and problems
- Identify common ground
- Reframe statements and issues

Generation of Options:
- Organize and prioritize issues
- Focus on present and future interests, not positions
- Explore multiple options and settlement possibilities

Negotiation:
- Facilitate negotiation and bargaining
- BATNA, WATNA, reality checking

Closure/Resolution:
- Draft agreement that is clear, specific, understandable, balanced, fair, realistic and addresses all the issues

Personal Qualities:
- Appropriate dress and appearance
- Create rapport, trust and positive outlook
- Confident and in control

Professional Qualities:
- Adequate planning and preparation time
- Adequate knowledge of issues
- Maintain impartiality and neutrality
- Avoid giving advice, pressure and judgment
- Show respect for different values and lifestyles
Communication Skills:
- Appropriate posture, gestures and eye contact
- Appropriate use of voice tone, volume and clarity
- Appropriate verbal content and timing
- Listening and intuitive abilities
- Paraphrasing and reframing skills

Special Techniques:
- Appropriate use of caucus
- Appropriate involvement of other parties
- Deal with impasse, resistance or bad behavior
- Deal with power imbalance or control issues
- Manage intense emotions
- Show flexibility and creativity

Overall Assessment:
- Mastery of the mediation process
- Awareness of ethical issues
- Appropriateness of case for mediation
- Appropriate level of competence and effectiveness
- Ability to work with co-mediator and clients

Recommendations:
- How can the mediator become more effective and competent?

Mediation information:
- Date of the mediation:_________________________
- Type of case:_______________________________
- Length of the mediation:_____________________
- Outcome:___________________________________

Explanation of ratings:
- 5 – excellent, 4- highly competent, 3 – satisfactory, 2 – needs improvement, 1 - unacceptable