

## Resolution Institute – the Advanced Mediation Accreditation competencies

Consider the ways your previous experience contributes to you demonstrating how you meet the requirements. *Possible* questions to consider are:

What did you do? | How did you do it? | Why did you do what you did? | What models, theories, people etc. informed your actions? | What happened?..

What feedback did you receive? |What did you learn?

Competency	Judgment/Performance criteria	Competent?		Your notes on comments you can make, case studies/work situations and documents you can use to show you demonstrate the advanced mediation accreditation requirements
		Yes	No	
1. Facilitate mediation processes to assist parties to reach agreements across a range of situations and contexts	<ul style="list-style-type: none"> <li>Dispute resolution practice in more than one area</li> <li>Responds to the needs of parties effectively</li> <li>Determines and facilitates appropriate mediation practice for the parties adapting practice model to the parties and situation</li> </ul>			
2. Facilitate mediation processes to assist parties to reach agreements in complex environments	<ul style="list-style-type: none"> <li>Mediates in a range of environments including some of:               <ul style="list-style-type: none"> <li>Multi-party disputes</li> <li>With professional advisors for parties</li> <li>Co-mediation</li> </ul> </li> <li>Addresses the diversity of parties to mediation</li> <li>Adapts mediation process to cater for significant levels of high emotion, behaviour, language, posturing and conflict</li> <li>Manages high emotion and power imbalances</li> </ul>			
3. Demonstrate advanced mediation skills including using a range of communication and interpersonal	<ul style="list-style-type: none"> <li>Identifies readiness and capacity of parties to engage in mediation</li> <li>Assesses and manages for risk factors</li> </ul>			

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skills that maximise engagement and assist parties to reach optimal outcomes	<ul style="list-style-type: none"> <li>• Uses highly effective listening, communication and questioning skills</li> <li>• Assimilates, interprets and processes complex and detailed information quickly and accurately</li> <li>• Draws on knowledge and experience of a diverse range of techniques and methods to assist parties to reach agreement</li> <li>• Effective at bringing mediation to a close with an appropriate agreement.</li> </ul>			
4. Knowledge of conflict theory	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of conflict and applies this in mediation practice</li> </ul>			
5. Apply specialty knowledge of relevant areas to mediation practice	<ul style="list-style-type: none"> <li>• Understands relevant law</li> <li>• Applies industry/sector or professional knowledge and understanding to practice</li> </ul>			
6. Comply with professional and ethical principles and practices	<ul style="list-style-type: none"> <li>• Is aware of and reflects on ethical issues in own practice</li> <li>• Operates within applicable codes of conduct</li> <li>• Operates within the boundaries of the role</li> <li>• Operates within personal levels of expertise and seeks advice where required</li> <li>• Demonstrates self-management skills to ensure personal health and well-being including: <ul style="list-style-type: none"> <li>- Recognising the potential personal impact of the mediator's personal circumstances, values and beliefs when</li> </ul> </li> </ul>			

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	<ul style="list-style-type: none"> <li>undertaking mediation               <ul style="list-style-type: none"> <li>- Undertaking regular supervision or other self-reflection on practice</li> </ul> </li> <li>• Participates in relevant professional development</li> </ul>			
7. Contributes to the development of the mediation profession	<ul style="list-style-type: none"> <li>• One or more of:               <ul style="list-style-type: none"> <li>- Shares knowledge and experience in his/her fields of expertise</li> <li>- Mentors or supports less experienced mediators</li> <li>- Coaches, trains or provides professional development for mediators</li> <li>- Co-mediation</li> <li>- Contributes to the development of mediation processes, practices or research</li> <li>- Contributes to the development of awareness of mediation and or ADR</li> </ul> </li> </ul>			