Mediation, Negotiation and Conflict Management Skills Training
and Mediation Assessment

Assessment Days

Thursday 23 and Friday 24 April 2015 at 9.00 am
Venue: The Edinburgh Training Centre, 16 St Mary's Street, Edinburgh EH1 1SU

- **General**

On the assessment days, the assessors will be John Sturrock, Hugh Donald, Charlie Woods and Liz Rivers.

You will be assessed by a different assessor on each of the two days and this will provide checks and balances. We work to a fairly precise assessment method which includes not only the criteria which have been made available to you and the descriptive marking (excellent, competent or not competent) but also an independent numerical scoring which serves as a measure against which to check the descriptive assessment. The assessment method is as objective as we can hope to make it. It has worked well in the past.

We will assess you only on what we observe when you are acting as mediator on each day. Therefore, please conduct each element of the mediation as if it is a real mediation. On each day, you will act as mediator in one case. On one day, you will commence the mediation. On the other day, you will be the second mediator and may take up the mediation at the point reached by the first mediator when it is time for you to start (with permission to roll it back a little if you wish) unless we issue updated instructions for that stage. The other mediator is available as a sounding board during breaks but otherwise will not participate in your session. Remember, however, to introduce him or her at the start.

You are not under pressure to achieve any particular outcome or reach a particular stage. We do wish you to take the opportunity to demonstrate the skills and techniques which are in the assessment criteria. We understand that you cannot hope to cover all the criteria, especially at the later stages of mediation. We take this into account. If you are starting the mediation, you may well wish to hold short initial meetings with parties before holding a joint session. You may well ask the parties to keep their presentations reasonably short. You will probably wish to move into a private meeting soon after the opening presentations are completed in the joint session. Throughout, however, you have discretion in how you conduct the mediation.

Please assume that the agreement to mediate has been signed. During the assessment days, when the mediator meets with parties in private meetings, the other parties will not be observing (they should leave the room – and may wish to use the time to work on post-course assignments). You are not expected to reach agreement unless this is a natural result of the progress you have made. Most cases do not reach resolution on the assessment day. Please remember that taking breaks can be helpful. Feel free to take control of the furniture in your room!

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We do hope that this is clear. If there are any questions about this, do let Jolene know. As you will appreciate, full attendance on both assessment days is essential for the successful completion of the course.

If you take the notes from the flip chart sheets and videos for the first module (on the webpage), together with the assessment criteria and the notes on the process in the original papers, you will find much to assist you as you go into the assessment days. The task now is to ask yourself: what have I done which has worked effectively for me and what do I need to focus on in order to improve? Looking at the suggestions in the assessment criteria, for example, how can I deploy these ideas in practice?

- **Cases**

For the Thursday and Friday assessment days we are using four cases: on Thursday: *Axiom Genesis* and *Black and Anytown NHS Board,* and on Friday*: Block and Simeon* and *ODL and Alpha.*

Please download and print the following general instructions prior to 23 April 2015. Please bring them with you.

- *Axiom Genesis*
- *Black and Anytown NHS Board*
- *Block and Simeon*
- *ODL and Alpha*

We shall issue on Wednesday (by email or personally at the practice day) the private instructions for your roles in the cases in which you are not playing mediator on Thursday and Friday. There are no separate instructions for the mediator in these cases.

As always, where necessary, the genders of the roles can be interchanged! It is important that everyone plays the roles realistically and appropriately throughout and, in particular, that you do not make it unnaturally easy for the mediator. Each mediator deserves to be given the opportunity to show his or her skills in a setting which mirrors real life as far as possible. You will help each other best by knowing your roles in advance and keeping up the standard of performance throughout the two days. It is vitally important that you do not show or share your private instructions with anyone else. The perception of collusion does not benefit anyone. Also remember that you may wish to use the preparation question sheets (issued in the workbook) in the assessed mediations. It is for you to consider and provide the tools that you may need.

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