

Needs Improvement: (50 to 65%) *Student demonstrates limited mediation skills and minimal understanding of mediation principles and practices*

Below Standard: (0 to 50%) *Student needs remedial attention to correct some core deficits*

GENERAL SKILLS	<i>Below Standard</i>	<i>Needs Improvement</i>	<i>Appropriate</i>	<i>Exceptional</i>
Setting appropriate tone in opening and dealing with initial explanations/questions				
Listening Skills: reframing, and handling strong emotions, active listening				
Use of Open-ended questions, tone				
Facilitation of negotiation between parties				
Recognized and responded to cultural, gender, and power issues in conflict				
Explained mediation and the process where required				
Provided information as needed throughout process				
Created and sustained a participatory environment				
Helped parties identify issues				
Screened client for suitability re: abuse, power imbalance, readiness etc. and demonstrated on-going screening				
Managed the process; intervening as necessary				
Summarized issues and provided for good closure of session				
Maintained a balance between the parties				
Analyzed and diagnosed the causes of conflict				
Explore issues in depth, generate multiple options, evaluate options, and helped parties develop acceptable solutions with the parties				
Used impasse techniques where necessary				
Facilitated with clear methods and processes				