



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

Global Mediators and Negotiators

IMI Qualifying Assessment Program

About the Organisation

Organisation's full legal name	GMN (Global Mediators & Negotiators)
Year formed, and under which jurisdiction	Türkiye
Organisation's contact details	Adress: İçerenköy Mahallesi Umut Sokak Kozyatağı E-5 Yanyol Üzeri AND Binası No: 10/12 E-mail: sekreterlik@gmn-tr.com Tel: +90 534 761 1111
Application type	IMI Certified Mediator (QAP assessing mediators)
Submission type	For auditing purposes
Feedback Digest support	Yes
Locations and Languages	Turkey / Turkish

Program assesses experienced mediators who have completed at least 20 mediations/200 hours of mediation	Yes
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Mediator Experience

The Qualifying Assessment Program (QAP) must include a methodology for ensuring that Applicants have demonstrated to the satisfaction of the Program’s Assessors a substantial level of experience as a mediator. The QAP must include clearly identified criteria on this requirement.

The application, examination, certification and complaint procedure is clearly defined and shown at the GMN Institute website: <https://gmn-tr.com/gmninstituteonline/online-sinavlar/imi-sinav/>

GMN Institute has two levels of certification:

1. GMN Certification
2. IMI Certification

Although the procedure is the same, the only different pre-condition is that 5 solo mediation or 50 hours of solo mediation is enough for GMN Institute Certification.

Pre-conditions for IMI Certification

1. At least 20 solo Mediation or 200 hours of solo Mediation
2. Interview
3. Reference from two mediators (since 2021)
4. Feedback from two parties mediated (since 2021)
5. Actively mediating or Member of a Mediation Center/Association in Turkey

Mediation Knowledge

The QAP must include a methodology for determining that Applicants have demonstrated a strong understanding of general mediation theory and practice which may be based on written tests, essays, reports, theses interviews and/or other testing platforms.

Written Examinations

All candidates are prior required to pass an written test composed by 75 multi-choice questions relating to mediation knowledge, mediator skills & mediation ethics. The written exams can be done either online (due to covid and since September 2020) or in class.

The questions give the opportunity to the participants to test their knowledge on conflict theory, ADR methods, ethics such as neutrality & independence, communication skills such as reframing, reflecting, etc.

Some of the sample questions are as follows: [Removed by IMI for the sake of assessment integrity]

he Candidates are as well given a case they need to examine and answer the questions accordingly; such as what issues or needs there are in that conflict.

Online examinations (ethics, knowledge and skills) has a question bank which includes 150 questions for each section (in total 450 questions). They are randomly changing per participant.

Online examinations have a couple of advantages:

1. Anytime do-able (though it is online only for 72 hours for each participant).
2. The results are shown immediately on the screen.
3. It saves mediators traveling to Istanbul.

In-class written examinations are at Acibadem University and are only three times per year. The passing mark is 70/100 from each exam and, in total there are 75 questions.

Mediator Skills

The QAP must include a methodology for the evaluation of candidates' performance in terms of the occurrence and effectiveness of mediation process and mediation techniques, against high competency benchmarks. The Evaluations/Assessments may be based on roleplay or live action assessments, and may include videotaped and online assessments such as web dramas, self-assessments, interviews, peer reviews, user feedback and other in-practice skill evaluations.

Practice Examination

Mediators who passes written examinations can have practice exam. This is a role-play exam where a group of three mediators play the mediator and the parties. The evaluation is as follows:

1. The mediator evaluates him/herself.

2. The parties evaluate the mediator.
3. The examiners/assessors (three IMI Certified mediators) evaluate the mediator.

The evaluation form consists of marks (1-10) and also requires remarks. We expect two things:

1. Successful process management (opening speech, intervention, communication, underlying issues, creating options, etc)
2. The closeness of the three evaluations (self-evaluation, mediators' evaluation & examiners' evaluation)

The Evaluation Form is divided into 5 sections:

- Welcoming & opening speech
- Bringing the issues
- Negotiation
- Closure
- Feedback

The Evaluation Form includes the following questions:

1. Did I/he-she remind the mediation agreement to the parties before the session?
2. Did I/he-she have an opening speech?
3. Did I/he-she ask neutral questions? If not, why couldn't I?
4. Did I/he-she control the emotions?
5. Did I/he-she need caucus, if yes, why?
6. Did I/he-she make sure that many options were on the table?
7. If parties could reach an agreement, was it win-win? If not, why?
8. What was the best thing I/he-she did?
9. Which advice do I take as a mediator/give to the mediator from this role-play?

Role-plays are 90 minutes and, recorded and, shared with the Mediator after the exam.

The self-awareness is a great part of the examination. If the mediator needs to repeat the practice exam, he/she gets a written and face-to-face feedback (in some cases by Zoom).

There can be maximum of 3 months between written and practice examinations. Anyone who passes written exams, need to pass the practice by appointment and within 3 months. Anyone who needs to repeat any exams has a period time of 6 months to repeat.

The examiners/assessors are appointed randomly but it is considered if there is any conflict of interest; eg, if the applicant is from a mediation centre, the assessor can't be from the same centre.

Program Transparency

The benchmarks and criteria applied by the QAP must be published and be openly accessible on the organization's website. Details of all approved programs will be listed on the IMI web portal www.IMImediation.org and will include a direct link to the credentialing organizations' websites. Responses call for the link (if available), or the reasoning why it is not included and the timeframe for publishing.

The application, examination, certification and complaint procedure is clearly defined and shown at the GMN Institute website: <https://gmn-tr.com/gmninstituteonline/online-sinavlar/imi-sinav/>

Since 2016, there were almost 50 mediators took written and practice examinations to be IMI Certified and the ones passed are listed on GMN Institute website: <https://gmn-tr.com/akreditasyon/>

Listed professionals at GMN Institute website are:

1. IMI certified mediators
2. GMN certified mediators
3. Members of Negotiators Society
4. GMN trained mediators (outside Turkey)

Program Integrity

Each Assessor must have substantial experience of assessing the performance of mediators. At least one of the Assessors on each Program must be independent of the QAP. Responses call for the criteria applied in appointing Assessors, any independence requirements, and how independence is determined.

The Scientific Responsible of GMN Institute is Ms. Dr. Deniz Kite Güner (IMI Certified Mediator, Founding Member of GMN Institute, listed mediator at Milan Chamber of Commerce Mediation Centre and Florence Chamber of Commerce Mediation Centre, Advisory Board Member at Bangladesh Arbitration & Mediation Centre, Founder of Negotiators Society UK, Founder of MBBI Turkey Chapter, Programme Director at Negotiation School at Acibadem University).

To be an approved GMN Assessor, a professional must have long-time experience of mediating and of assessing the skills of mediators.

GMN Institute IMI QAP has an Examination Board having six IMI Certified Mediators and a Complaint & Re-evaluation Board having three IMI Certified Mediators. The Boards are independent of each other and gender-balanced.

Although GMN Institute has different Chapters in different cities, the Chapters don't have the right to examine mediators but only promote IMI. Every Chapter has to have at least one IMI Certified Mediator.

The examiners/assessors are appointed randomly but it is considered if there is any conflict of interest; eg, if the applicant is from a mediation centre, the assessor can't be from the same centre.

Ongoing Monitoring of Programs

The QAP must include a process for the ongoing monitoring of the performance and practice of the Assessors. IMI will liaise closely with all recognised program organizers to maintain a sustainable quality control system.

After the qualification as "GMN Institute Certified Mediator" or IMI Certified Mediator by GMN Institute, a mediator must obtain a certain number of Continuing Professional Development (CPD) hours. Every year, he/she has to participate a minimum of 24 hours of training related to mediation and completes at least 5 mediations every two years.

If the two mentioned requirements are not taken, the mediator loses his/her "GMN Institute Certification" and subsequently IMI Certification, and he/she is cancelled by the list of accredited mediators. The Assessors will be monitored by GMN's Advisory Board and GMN's Scientific

Responsible and under the guidance of IMI, will ensure strict interpretation and competent application of the Guidelines. GMN Institute will annually evaluate the performance and practice of the Assessors using the following criteria: impartiality, competency, and objectivity.

Commitment to Diversity

The QAP must be made accessible on an equal basis to experienced mediators regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characterization.

GMN Institute encourages applications of mediators from all sectors of society, regardless of gender, race, ethnicity, age, religion, sexual orientation and personal characterization. Membership is open to all mediators of good standing, and who can provide minimum standards of qualification.

Quality Assurance

Program registered in accordance with jurisdiction requirements	Yes
Trainers, coaches and assessors registered as mediators (if required by the jurisdiction)	Not Applicable
Clarification of passing criteria	<p>The passing mark from written examinations is 70/100 from each exam (ethics, knowledge and skills) and, in total there are 75 questions.</p> <p>The evaluation for practice examination is as follows:</p> <ol style="list-style-type: none"> 1. The mediator evaluates him/herself 2. The parties evaluate the mediator. 3. The examiners/assessors (three IMI Certified mediators) evaluate the mediator. <p>The evaluation form consists of marks (1-10) and also requires remarks. We expect two things:</p> <ol style="list-style-type: none"> 1. Successful process management (opening speech, intervention, communication, underlying issues, creating options, etc)

	<p>2. The closeness of the three evaluations (self-evaluation, mediators' evaluation & examiners' evaluation)</p> <p>Role-plays are 90 minutes and, recorded and, shared with the Mediator after the exam.</p> <p>The self-awareness is a great part of the examination. If the mediator needs to repeat the practice exam, he/she gets a written and face-to-face feedback (in some cases by Zoom).</p> <p>There can be maximum of 3 months between written and practice examinations. Anyone who passes written exams, need to pass the practice by appointment and within 3 months.</p>
<p>Process where participant fails assessment</p>	<p>Any mediator who needs to repeat any exams has a period time of 6 months to repeat. Otherwise, the process starts over from the beginning from application to practice examination.</p> <p>If the mediator needs to repeat the practice exam, he/she gets a written and face-to-face feedback (in some cases by Zoom).</p> <p>Any mediator who fails from any exam can write to sekreterlik@gmn-tr.com his/her complaint. The Re-evaluation Board will watch the recorded practice or check the written examination questions & answers and give their feedback.</p>
<p>Privacy</p>	<p>https://translate.google.com/translate?sl=tr&tl=en&u=https://gmn-tr.com/gizlilik/</p>