

GENERAL FEEDBACK INSTRUCTIONS

Feedback is given based on the **Requirements for Performance within the Mediators Competence framework in the Assessment form below.**

It contains:

- **Observations on facts** – what was done well, what did not work, why – specific acts, words and approaches used by the trainee.
- Discussion on the **specific areas for improvement** and **mediation tools and process steps to keep working on** – as regards the process, relationship and content.
- Emphasis on **what worked well and the strengths and skills** already in place.

The feedback states specific interventions, words, and tools used as reference.

Feedback is provided to the participants **after each mediation**, and extensive feedback is provided after each assessment mediation by the assessor. Each group has a **personal coach/assessor present during** the mediation, who usually does not intervene, except in cases where this would be the best way to help for the learning experience.

In addition to the coach, the participants in mediation are also encouraged to give their mediator/s feedback based on the above rules. This feedback only serves as a learning point and does not influence the assessors.

MEDIATOR'S COMPETENCE FRAMEWORK, PART 1 REQUIREMENTS for Mediator's Performance, Corresponding to the legal requirements under the Bulgarian Mediation Act (also reflecting international standards applied in UK and other countries)	POINTS* 1 to 5, please see the description of the points below
Relationship skills	
Creates an environment conducive to mediation – by professionally setting the scene and the tone of mediation, and by using rapport to establish trust.	
Communicates and intracts with each participant, by <ul style="list-style-type: none"> - Using effective communication skills and mediator's tools – active listening, effective questions, summarizing, reframing, tec. - Managing emotions effectively, including by using recognition and empathy, - Dealing effectively with difficult behaviours. 	
Process skills	
Establishes and maintains a safe working structure, by <ul style="list-style-type: none"> - Ensuring the observation of the principles, - Exercising control over the mediation process at any time, - Effectively handling challenges. 	
Manages the process through the stages of mediation, by <ul style="list-style-type: none"> - Ensuring the logical and smooth moving through the stages of mediation - Effectively using joint meetings and caucuses, - Ensuring appropriate pace according to the needs of the parties. 	
Content skills	
Facilitates the parties in creating solutions <ul style="list-style-type: none"> - Without taking responsibility for determining content - By avoiding premature focus on options without sufficient exploration of interests. 	
Encourages the generation of various options, by <ul style="list-style-type: none"> - Actively exploring the underlying interests. - Reality checking - Communicating information in a way that facilitates reaching settlement. 	

Maximum points: 30

Minimum required to pass: 18 for each of 3 exam mediations

*1 – significantly below the average – gross negligence and violations of principles and procedure,

2 – below the average – basic skills, with lacks and errors, which adversely affect the procedure,

3 – average, conducting the procedure in appropriate way, so that parties are progressing and working on possible agreement, when feasible, with small mistakes or omissions, which do not affect the professional management of the procedure,

4 – above the average, conducting the procedure confidently, with own style, and demonstration of successful handling of difficult situations,

5 – significantly above the average, demonstration of impressive process skills, skills for dealing with impasses, with excellent personal style, confidently and effectively contributing to the outcome of the procedure.