



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

JAMS

IMI QUALIFYING ASSESSMENT PROGRAM

Introduction and Background

JAMS is the largest private alternative dispute resolution (ADR) provider in the world. With its prestigious panel of neutrals, JAMS specializes in mediating and arbitrating complex, multi-party, business/commercial cases – those in which the choice of neutral is crucial. In 2011, JAMS launched JAMS International to provide mediation and arbitration of cross-border disputes and other disputes. JAMS International is headquartered in London with additional locations in Amsterdam, Milan, New York and Rome. JAMS and JAMS International provide mediation and arbitration services from Resolution Centers throughout Europe and the United States. JAMS panel of neutrals include almost 300 expertly trained retired judges and attorneys with proven track records. Our mediators come from the highest ranks of the legal profession. These highly trained and experienced ADR professionals are dedicated to the highest ethical standards of conduct.

General Mediator Requirements:

Mediators will be recognized by their stellar reputation on the bench and/or in the legal community.

Due diligence is conducted by a member of the management team. This includes, but is not limited to:

- Minimum of 10 client interviews about the neutral
- Review of court rankings and bar association surveys if the neutral served on the bench
- Extensive interviews with the neutral and several members of the senior management team

All Neutrals will exemplify dedication to neutrality, integrity, honesty and accountability.

1. 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.

Qualifications to be considered for the JAMS/JAMS International QAP: Mediators and arbitrators are retired judges and a select group of attorneys with significant dispute resolution experience. Some of the criteria used to determine whether someone may be qualified to be certified are:

1. Extensive, existing ADR experience and practice

Applicants to be considered will already have substantial mediation experience with results provided by users through a Client Feedback Survey. All feedback is reviewed by a JAMS / JAMS International associate and any areas of concern are addressed directly with the mediator.

2. Client Feedback Survey

A client feedback survey is sent to all counsel at the conclusion of the mediation requesting information about the mediator. A rating system is provided in conjunction with detailed questions about the mediator including:

1. Pre mediation discussions
2. Neutral's subject knowledge
3. Attentiveness; Effectiveness; Efficiency
4. Interpersonal Skills; Preparedness
5. Particular or unique mediator skills
6. Request neutral in the future

2. 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.

JAMS only recruits neutrals with widely established reputations for fairness and excellence in their local legal community. JAMS conducts extensive research and due diligence before adding a neutral to its panel. All neutrals at JAMS practice alternative dispute resolution full time and exclusively through JAMS, which enables JAMS to better assess the neutrals' ongoing qualifications.

Neutrals are required to attend internal trainings and courses through the JAMS Institute annually. The JAMS Institute programs include introductory workshops for new neutrals, advanced classes for experienced practitioners, mentoring and shadowing of mediation sessions and roundtable discussions. A strong understanding of general alternative dispute resolution processes and theory, including mediation, are gleaned through the JAMS Institute Programs.

Substantive mediation knowledge and skills are provided through participation in the JAMS Neutral Mentoring Program.

Neutral Mentoring Program:

Each new neutral will be offered a mentor, regardless of experience level, with consideration to practice area:

1. Neutral will shadow Mentor on multiple mediations and Mentor will shadow Neutral on multiple mediations
2. Feedback, overview, debriefing and discussion meetings scheduled. Management included in six month and annual progress check

3. 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.

Applicants applying through the JAMS QAP will have an established mediation practice. Courses attended through the JAMS Institute coupled with the Neutral Mentoring Program will ensure effective professional mediation skills and development. Assessment is verified by users through the Client Feedback Survey (Attachment A)

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4. 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.

The information contained in our QAP will be posted on the JAMS International website at www.jamsinternational.com.

5. 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.

JAMS/JAMS International Assessors will be associates within the organization who have extensive knowledge of mediation and the skills necessary to be considered a successful mediator. The Assessors will have several years of experience with the organization sufficient to meet the requirements of the ISC.

6. 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.

Kimberly Taylor, Senior Vice President and Chief Operating Officer, JAMS will oversee the performance and practice of the Assessors. Information about Ms. Taylor's background can be found here: <http://www.jamsadr.com/kim-taylor/>.

7. Commitment to Diversity.

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

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

General Information

Full legal name: JAMS, Inc.

Year organization formed and laws of the country:

JAMS (USA): Founded 1979

JAMS International: Founded 2011

Address of organization's primary office:

JAMS: 1920 Main St., Suite 300 | Irvine, CA 92614

JAMS International: 70 Fleet Street | London EC4Y 1EU, UK

Details of contact person:

Kimberly Taylor, Esq.

Senior Vice President and Chief Operating Officer

<http://www.jamsadr.com/kim-taylor/>

Website: www.jamsadr.com

QAP Approved 2014