



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

ADR Point

IMI Qualifying Assessment Program

About the Organisation

Organisation's full legal name	ADR POINT PC - ALTERNATIVE DISPUTE RESOLUTION CENTER
Year formed, and under which jurisdiction	2016 - Under both Greek Law and European Law (Directive 2013/11)
Organisation's contact details	7, Tsimiski street, 546 25 Thessaloniki, Greece, 00302310510005, info@adrpoint.gr, 00302310512612, www.adrpoint.gr
Details of the person completing this questionnaire	Petros Zourdoumis, General Director
Type of application	IMI Certified Mediator (QAP certifying Mediators)
Locations and Languages	Greece, Greek & English language

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.

Organisation's methodology and criteria for determining that Applicants for the program have a substantial level of experience as a mediator, and details of stated requirement for a minimum level of experience:

ADR point is an Alternative Dispute Resolution body established in the European Union approved by the Ministry of Development, notified to the European Commission according to the ADR DIRECTIVE (2013/11) and registered to the European Union Online Dispute Resolution (ODR) platform (EU Regulation 524/2013). It is the first Greek private body acquiring such status and this has been achieved through a very demanding filing & submission process. As we are under an obligation to report to the European Commission and the national authority we maintain high standards of qualifications and skills for our practitioners and all our processes.

In order to acquire the status of an IMI certified mediator, applicants to ADR point are required to have:

- Conducted at least 20 mediations as a mediator
OR
- Attended at least 200 hours of mediation (including at least 3 observations of mediations, 3 mediations as assistant mediator / co-mediator and 4 mediations advocate)

ADR point mediators are assigned to simple cases - mostly consumer disputes - to test their skills and competences (see 3. Mediator Skills section down below) and gradually upgrade to more complex disputes. They also mediate cases outside the ADR point network. Candidates will be requested to present the following in order to see their application processed by ADR point :

- a proven record of the above experience /logbook
- a self-statement (see Annex 1)

ADR point keeps record of all its mediators which is frequently updated with further qualifications and experience gained through practice & continuous personal development.

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.

Organisation's methodology and criteria for determining that Applicants have demonstrated a strong understanding of general mediation theory and practice:

After having an 80 hours training by a certified mediation organization, ADR point IMI applicants sit a first round of examination to get the certificate of the accreditation training body and a final examination in order to be licensed as mediators by the Commission for the Accreditation of Mediators at the Greek Ministry of Justice pursuant to the Law. 4512/2018. In that last case assessment is composed of a written and oral (role play) examination (Article 202, Accreditation of Mediators Law 4512/2018). Candidates who have successfully completed training will be allowed to take the exams of the Ministry of Justice. In the written exam, candidates are called to answer seventy (70) multiple choice questions and two (2) questions with short-term answers to one hundred and fifty (150) word search. Grading is done on a scale of one hundred (100) points. Every correct answer to multiple choice questions corresponds to one unit. The results of written examinations must be announced within thirty days of their completion. Upon completion of the written examinations successful candidates shall be invited within five working days to an oral examination before the Examining Board to ascertain the competence and the skills to conduct mediation. Candidates are examined by at least two members of the Examination Board on mediation techniques using roles and simulations in accordance with the customary international standards. Candidates' performance on oral examinations is assessed on the basis of specific evaluation criteria defined by the Central Mediation Committee. Successful candidates are those who have achieved an average of 70% in written and oral exams. A candidate who has failed in three (3) examination periods must present a new training certificate from a training organization to re-qualify for a new examination. The overall commitment of the applicant to mediation will also be assessed through:

- further specializations in mediation fields such as workplace mediation, banking mediation, family mediation, online mediation, mediation advocacy, advanced mediation, negotiations etc
- judging experience in international mediation competitions (ICC, INADR, etc)
- participation to continuous development programs
- publication of articles etc

A score sheet is kept and updated for each mediator (see Mediator Skills Annex 2) Finally, each IMI applicant will be interviewed (see mediators skills) by ADR point's assessors to confirm his overall eligibility to become an IMI certified mediator.

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.

Organisation's methodology and criteria for the evaluation of candidates' performance in terms of the occurrence and effectiveness of mediation process and mediation techniques, against high competency benchmarks:

If successful through the mediation experience and mediation knowledge thresholds, candidates will be invited to participate in a 75 minutes role-play, where an assessor will evaluate his performance & skills. The role-play is organized by ADR point, it is held in its premises and monitored by ADR point assessors.

Applicants shall demonstrate the following skills & competencies:

1. Planning and organizing skills
2. Process management skills
3. Communication skills
4. Creativity skills
5. Facilitating skills
6. Self-development skills

1. Planning and organizing skills

Excellence in planning and organizing prior to the mediation session involves the:

- Abilities to get in touch prior with the parties
- Abilities to answer their enquiries
- Abilities to adequately explain to both parties & lawyers the mediation process
- Abilities to obtaining form both parties a note setting out the dispute
- Abilities to accommodate any special needs of the parties

- Abilities to organize the venue for the mediation

2. Process management skills

Excellence in process management skills involves the:

- Abilities to clearly explain in the opening statement the grounds rules & ensure that parties respect them throughout the process
- Abilities to maintain an ongoing focus on the key issues of the dispute
- Abilities to maintain confidentiality at all times
- Abilities to build trust
- Abilities to maintain the momentum of the process and overcome impasses

3. Communication skills

Excellence in listening & communication skills, verbal and non-verbal involves the:

- Abilities to show good listening skills
- Abilities to summarize parties' statements
- Abilities to restructure questions to facilitate answers by the parties
- Abilities to recognize body language signs
- Abilities to adapt to inter-cultural situations
- Abilities to show empathy
- Abilities to reframe when needed

4. Creativity skills

Excellence in creativity skills involves the:

- Abilities to encourage parties to have a problem-solving mindset
- Abilities to invite parties to brainstorm for solutions
- Abilities to invite parties to "be for a moment in the other party's shoes"
- Abilities to imagine future with or without a solution reached in the mediation table
- Abilities to "expand the pie"
- Abilities to do the reality test when needed
- Abilities to find new strategies to avoid impasses

5. Facilitating skills

Excellence in facilitating skills involves the:

- Abilities to develop a productive & positive mediation atmosphere

- Abilities to treat parties equally
- Abilities to allocate equal time to both parties
- Abilities to stand by the parties needs during the process
- Abilities to move parties from a position viewpoint to an interest viewpoint
- Abilities to facilitate dialogue and respect parties view
- Abilities to help parties express their emotions and feelings
- Abilities to start resolving the simple issues of the dispute and create optimism

6. Self-development skills

Excellence in self-development involves the:

- Abilities to seek for new opportunities in the mediation field
- Abilities to seek continuous personal development
- Abilities to specialize in mediation topics
- Abilities to study the experiences of other mediators and follow successful patterns
- Abilities to develop your own personal mediation style

Skills & competences will appear in a score sheet for each applicant (see Annex 2). Once the QAP program is approved, the overall required qualifications will be uploaded in a special section on the ADR point website. Performance of our mediators is measured through self-evaluation sheets (see Annex 3) submitted after every dispute resolution process. Mediators report whether a settlement has been reached or not, the type of the case mediated, time needed for completion, a self-assessment by the mediator of his performance and other related remarks. ADR point classifies the case in terms of complexity, difficulty and its special characteristics attaching a score. The same weakness is measured differently depending on the nature of the case. ADR point assesses the self-evaluation reports in the light of the overall profile of the mediator. A score chart shows his/her position in the network (only for internal use).

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.

Are your QAP's benchmarks and criteria published and openly accessible on your organisation's website, or will that be the case? If so, please indicate the link. If not, please explain why not and indicate whether you intend to published it and the timeframe for doing so.:

These are criteria which are part of an internal assessment process as they are addressed to mediators of our own network. The only part of the mediator's profile which is published to our website is his/hers qualifications. (ex. <https://www.adrpoint.gr/1870-koykiadh-dhmrhs>). Once ADR point is selected to become an IMI Qualifying Assessment Program, our intention is to publish the criteria on our website along with specific guidelines and make them openly accessible to all mediators wishing to be IMI certified. On that occasion there may be a need to partly revise the list of criteria adding some as well at taking into account recommendations made by IMI on possible improvements always bearing in mind the particulars of the territory.

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.

What criteria are applied in appointing your QAP's Assessors? Are the QAP's Assessors, or any of them, required to be independent of (a) your organisation and (b) the training faculty? If yes, please explain how independence is determined. If no, please explain the Assessors' relationship with your organisation.:

The Assessors are the two top lead trainers in Greece with extensive experience in mediation training and top qualifications from many international institutions including Harvard. They have trained over one thousand mediators, they have delivered many international trainings, they are actively involved in law drafting committees on mediation both on national and European level. One of them is a visiting lecturer in mediation and negotiations on a University level, Vice President of a Dispute Resolution Academy etc. One of the assessors is independent in the sense that it draws no financial or other interest whatsoever from the operation of our organization and has unlimited discretion to assess

the performance of mediators within the criteria set out by our organization, make recommendations and communicate with mediators if needed. ADR point also has a Board of Advisors, an independent body of academics and practitioners from different jurisdictions and background, all related to ADR and ODR, and all committed to offer ADR point the required knowledge, experience & expertise for optimizing its operational capacity, delivering quality in mediation and enhancing the effectiveness of its dispute resolution mechanisms.

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.

Please explain how the performance of your QAP's Assessors are/will be monitored to ensure a consistent application of high quality standards. Please confirm your agreement to provide all necessary information and accept monitoring from IMI.:

The Assessors will be monitored by ADR point's Director to ensure (under the monitoring of IMI) strict implementation of the Guidelines. ADR point will annually evaluate the performance and practice of the Assessors using the following criteria: impartiality, competency, and objectivity through self-examinations, feedbacks and number of mediation done (with an annual minimum of 3 mediations). ADR point firmly believes that high quality of assessors leads to high quality of mediation practitioners. As a private entity offering mediation services, quality is at the core of our business. Therefore our assessors will always be of the highest standards. Furthermore, we do confirm our agreement to provide upon the request of IMI all necessary information related to the performance and practice of our assessors in an ongoing monitoring process with a view of maintaining a sustainable quality control process.

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.

Please explain how participation in your 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 characteristic.:

ADR point is accessible on an equal basis to all experienced mediators without discriminating on any of the grounds mentioned above. This not only lies in the philosophy of our organization and proved by mediators of our network with special personal characteristics but is further reconfirmed by the fact of being an official ADR entity of the EU which is known for its strict policies against any kind of discrimination. A further example might also be projects run by ADR point offering dispute resolution access to vulnerable people as well as refugees. Commitment to diversity has never been a debatable issue for ADR point.