



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

ADR Hellenic Center

IMI QUALIFYING ASSESSMENT PROGRAM

Introduction & Background

The Alternative Dispute Resolution Hellenic Center, known by the acronym ADR h c, was established in Thessaloniki – Greece in 2012, on an initiative of a group of experts in the field of justice and mediation. Its mission is contributing to the promotion of alternative dispute resolution and especially mediation in the area of civil, commercial, medical/bioethics and family law in Greece.

ADR h c is the **only Greek mediation training services provider** that has been certified by the Ministry of Justice to offer mediation training services (since it fulfils all criteria set by law for a training center).

ADR h c main areas of intervention have been:

- Lobbying and advocacy for establishment of the legal framework for mediation in Greece;
- Establishment of mediation networks in the main cities of Greece;
- Awareness raising in the area of mediation, negotiation, facilitation, reconciliation, restorative justice, peer mediation, etc., tailored to the needs of state institutions, civil society actors, local government and schools;
- Capacity building through organization of training programs in ADR/Mediation at basic and advanced level.
- ADR h c is certified by the Ministry of Justice for providing mediator training services.
- ADR h c is already providing “basic”, “advanced” and “advocacy” mediation training programs in collaboration with the Mediators Training Institute of Alexandroupolis.

- ADR Hellenic Center is also providing 1. general “advocacy mediation” courses, 2. advocacy mediation courses with specialization in banking, 2. advanced courses for mediators with specialization in family mediation and all the above with collaboration with the University of Macedonia, which is one of the best universities for economics studies in Greece and the program is fully certified by the University of Macedonia also.
- ADR h c is providing medical mediation seminars in the Post-graduate program of bioethics in the medical school of the Aristotle University of Thessaloniki.
- ADR h c is in the process of organizing bioethical mediation training programs in the medical school of the Aristotle University (under a PhD program).

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.

The applicant shall be able to demonstrate successful mediation service in at least 20 cases from civil, commercial and family area, handled. He/she shall demonstrate this through a logbook, containing data about the parties involved, type of conflict, date of referral, date of settlement agreement, number of sessions and mediation hours.

A feedback digest will be prepared for each applicant by a reviewer. The applicant shall provide feedback forms for 20 cases (by parties who have used mediation) and also through discussion with the mediator to assess their performance, competency, impartially, confidentiality, communication skills.

Moreover, the assessors will participate in three cases mediated by the applicant, upon the parties’ permission, to assess the mediators’ competence and mediation skills. The assessor will prepare an evaluation report for the performance of the mediators.

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.

The mediator assessed by ADR h c for the IMI Certification should be firstly licensed by the Commission for Accreditation of Mediator Training Centers (at the Greek Ministry of Justice), under the terms of Law 3898/2010, or by an international certified training organization.

Each applicant should provide documents that he/she has undergone advanced level training in mediation, of at least 20 hours of training.

All ADR Hellenic Center Registered Mediators are prior required to pass a written test composed of 70 multi-choice questions relating to mediation theory and practice. The questions give the opportunity to the participants to test their capacity of being professional mediators, both theoretically and practically. Furthermore, every candidate has to pass an interview with an assessor who investigates the particular mediation knowledge of the individual and his/her attitude to become a civil and commercial 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.

Besides the above-mentioned written examination, ADR h c will test with role playing, tests and mediation simulations that candidates have some particular skills, qualities and characteristics (candidates will receive written feedback covering the areas of competence where their performance needs improvement. Unsuccessful participants will be advised as to which areas of performance or knowledge they need to address before presenting for further evaluation) The assessment process is spread over a 4-hours period.

To pass this assessment a mediator must accumulate a minimum score of votes – at least 130 points – in a total of 4 sessions.

The above mentioned skills, qualities and characteristics on which candidates are tested are the following:

1st session – Mediator qualities (to pass the exam of this session: 90 points maximum, 45 points minimum):

- Appropriate manners in conducting mediation
- Use of Non-verbal communication
- Responding in a positive way to others
- Appreciation of own values and preferences
- Building true and valuable rapports
- Sensitivity to the problems of others
- Appreciating all inputs
- Use of humor
- Showing respect to all
- Use of paraphrases
- Keeping mental, not written note
- Alertness to emotional needs
- Creating a secure setting
- Ability to talk freely and openly to all parties
- Ability to accept feelings of all parties
- Ability to listen actively
- Ability to analyze problems, identify and separate the issues involved, and frame these issues for resolution or decision-making;
- Ability to identify and separate the mediator's personal values from issues under consideration;

2nd session – Procedural skills (to pass the exam of this session: 80 points maximum, 40 points minimum):

- Ability to treat the parties equally and fairly
- Patience
- Involving all
- Sustaining optimism
- Flexibility
- Use of positive language
- Turning negative language to positive
- Ability to use clear, neutral language in speaking and in writing
- Gathering information with the use of open question

- Checking comprehension with the use of closed questions
- Testing possible solutions with the use of hypothetical questions
- Testing reality with the use of challenging questions
- Correct use of silence effectively
- Ability to help parties invent creative options
- Ability to screen out non-mediabile issues
- Ability to help the parties identify their own BATNAs and WATNAs

3rd session – Negotiation skills (to pass the exam of this session: 60 points maximum, 30 points minimum):

- Using information tactically
- Helping parties to use information positively
- Identification of key points
- Dealing with interruptions
- Dealing with power imbalance
- Dealing with inappropriate behaviors
- Moving from the past to the future
- Moving from rights and obligations to interests and needs
- Avoiding impasse
- Helping the parties in saving their own face
- Making long-lasting decisions
- Ability to earn trust and develop rapport

4th session – Case management skills (to pass the exam of this session: 20 points maximum, 10 points minimum):

- Maintaining timetables
- Avoiding redundant time
- Using visual aids (as power-point slides, overhead projector, video-recorder, etc...)
- Keeping the parties informed

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 benchmarks and criteria applied by ADR h c in mediator's assessment and qualification are published on the ADR h c

website: www.diamesolavisi.org at: <http://avlogiari.gr/frontend/articles.php?cid=30&scid=105>

They are accessible by anyone who is interested in being part of our QAP.

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.

For the purpose, ADR h c' s assessor team will consist of 3 experts (mediators or mediator trainers), two experts representing the organization and one independent one.

Independence means that the assessors are not employees of the organization. The prospective assessors must have long-time experience of mediating or mediators' training and substantial experience as monitoring/evaluation expert.

For every examination session, in order to have one of the assessors as an independent expert, ADR h c calls an expert either from one of the other trainings centers operating within Greece or an international expert.

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.

ADR h c is open to submit any requested information to IMI and is willing to accept IMI monitoring in order to maintain a suitable quality control system.

ADR h c will monitor the performance and practice of assessors through monitoring missions of ADR h c headship. They will be evaluated for their performance based on the following criteria: they have adhered to QAP criteria for mediators assessment through reviewing of applicants' files; objectivity in assessment of the applicants and their engagement for improving the qualifying program.

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.

ADR h c provides for accessibility to our QAP to all mediators regardless of gender, race, ethnicity, age, religion, sexual orientation and personal characterization. All mediators who meet the mediation qualification criteria, standards and the required experience can apply to our QAP.

QAP Approved 2015