

## Supervised Mock Mediation Process

At least one Supervised Mock Mediation is required for candidates to meet one of the experience requirements for the Qualified Mediator application.

### How to Book a Supervised Mock Mediation

There are two ways to arrange for a Supervised Mock Mediation:

#### Option 1

You can have ADRIA arrange your Supervised Mock Mediation (SMM).

1. Email [education@adralberta.com](mailto:education@adralberta.com) that you wish to proceed with booking.
2. Provide ADRIA with a minimum of two options of date with time. Bookings are scheduled a minimum of two weeks in advance.
3. Indicate whether you would like to have the mediation in-person (Edmonton or Calgary) or online (Zoom).
4. ADRIA will invoice you \$450 + GST for an in-person SMM and \$400 + GST for an online SMM. Once paid ADRIA will book a Supervisor and two role-players.
5. ADRIA will confirm via email once location/Zoom, supervisor, and role-players have been booked. The role-play will be assigned.
6. On the scheduled date and time, complete your Supervised Mock Mediation. Candidates have the option of completing a self-reflection (max 1 page). This needs to be emailed to [education@adralberta.com](mailto:education@adralberta.com) by the end of the day.
7. After the demonstration, the Supervisor will complete a Supervised Mock Mediation Review Form and submit this to ADRIA.
8. ADRIA will inform you of the results of your SMM and forward you a copy of the Supervised Mock Mediation Review Form.

By having ADRIA arrange the SMM, the candidate can be assured that the role-players will be providing sufficient depth for the demonstration and will not trip them up in a particular area (e.g. they are not going to be overly positional with a discussion around confidentiality taking up a good chunk of role-play time.) In addition, all the logistics, role-play assignments, recording, etc. are taken care of.

#### Option 2

You can arrange and record your own demonstration and submit the recording to the office to be reviewed.

1. Contact [education@adralberta.com](mailto:education@adralberta.com) indicating your interest in arranging your own mock mediation demonstration.
2. You will be sent a document outlining guidelines for the demonstration.
3. You will arrange your own role-players, role-play scenario, meeting space, and recording. Coaches/Supervisors are not required or present. Demonstration can be in-person or online.
4. Send in your recording to [education@adralberta.com](mailto:education@adralberta.com). Candidates also have the option of completing a self-reflection (max 1 page). This needs to be submitted with your recording.

5. ADRIA will invoice you \$250 + GST. Once paid, ADRIA will start the review process and your recording will be sent to a Supervisor to review.
6. The Supervisor will review your recording, ensure it meets the requirements that were provided and complete a Supervised Mock Mediation review form.
7. ADRIA will inform you of the results of your SMM and forward you a copy of the Supervised Mock Mediation Review Form.

This option requires that the candidate follow the requirements as provided. Refunds are not provided if the candidate does not follow/meet the requirements.

## Supervised Mock Mediation Guidelines

### General guidelines:

- The candidate must complete all stages/phases of the mediation model in the mock (role play) mediation. The candidate is expected to complete a summary of interests (goal statement), move the parties into brainstorming/ option generation, and test the options against the interests identified in the summary goal statement.
- The candidate is expected to conduct the entire mediation from start to finish for not less than one hour and not more than 90 minutes.
- The candidate's demonstration must meet or exceed the expectations as outlined in the Supervised Mock Mediation Review Form.
- The demonstration must be recorded.

### Additional guidelines for video submissions

- You must submit a video recording in which all parties are visible, and the sound is clear.
- You are responsible for selecting your role-players. Role-players should understand mediation and role-playing. It is very important that you choose role-players whom you trust to provide the appropriate level of conflict, recognize when to shift, and when not to shift.
- You are responsible for ensuring your role-players demonstration is real and natural. The role-players should:
  - provide sufficient depth to their role. They should come in feeling quite strongly about their positions and begin to move away from that position only if/ when the mediator demonstrates the skills to help them do that.
  - respond in role to what's happening in the conversation; not feel compelled to break silences or to provide suggestions to move the role-play along.
  - speak in terms of positions, not interests, and avoid mediator jargon.
  - display strong emotions during the role-play.
    - This could be anger, frustration, hurt, sadness, disappointment, fear, excitement/passion, etc. For example, emotion can be demonstrated by raised voices to show anger or passion; tears or a hitch in the voice to show sadness or

hurt. Emotion can also be demonstrated with silence, body language and interrupting.

- A Q. Med candidate needs to be able to demonstrate that they can deal with strong emotions, and therefore, the role-players would need to feel and show emotion during the role-play.
- You are not to “script” the role-play. An example of a scripted role-play would be if the candidate arranged with the parties in advance what the agenda should be or that they should simply agree to confidentiality.
- The role-play should be sufficiently complex and should have interpersonal conflict.
- The demonstration should appear as if you were mediating real clients.

Candidates are responsible for determining if their role-play demonstration follows these requirements. Candidates will be deemed unsuccessful if:

- If it appears that the Candidate has “scripted” the role-play and provided instructions to the role-players on what they should or should not do.
- If it appears that the Candidate has practiced/rehearsed the role-play with the role-players, such that it is not an authentic demonstration of the candidate’s skills in the moment
- If the role-play is not sufficiently complex and/or if the role-players do not role-play to sufficient depth.

Candidates that elect to arrange and record their demonstration should demonstrate an awareness of the depth of mediation skills needed to mediate a two-party mediation of basic-to-moderate complexity.

## Supervised Mock Mediation Review Form

<b>Name of Candidate:</b>
<b>Phone:</b>
<b>Email:</b>

<b>Name of Supervisor:</b>	<b>Date of Mock Mediation:</b>
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Please note: You must be on ADRIA's roster of approved supervisors to complete this form.

### PART 1:

#### Application of Mediation process & skills

1. Ability to establish and describe to the parties key mediation processes and ground rules, such as confidentiality, role of the mediator, caucusing and authority to settle.

Met or exceeded expectations     Did not meet expectations

Did not observe

Comments:

2. Ability to work with strongly felt ideas or values of the parties.

Met or exceeded expectations     Did not meet expectations

Did not observe

Comments:

3. Ability to deal with strong emotion.

Met or exceeded expectations     Did not meet expectations

Did not observe

Comments:

4. Ability to separate the mediator's personal views from issues under consideration.

Met or exceeded expectations     Did not meet expectations

Did not observe

Comments:

5. Ability to listen actively.

Met or exceeded expectations     Did not meet expectations

Did not observe

Comments:

6. Ability to work with the parties effectively to get the facts, issues and perceptions clearly out on the table.

Met or exceeded expectations     Did not meet expectations

Did not observe

Comments:

7. Ability to treat the parties and to run the mediation process in a fair, all-partial, respectful and dignified manner.

Met or exceeded expectations     Did not meet expectations

Did not observe

Comments:

8. Ability to ensure that all parties have an opportunity to participate in the process.

Met or exceeded expectations     Did not meet expectations

Did not observe

Comments:

9. Ability to facilitate increased understanding.

Met or exceeded expectations     Did not meet expectations

Did not observe

Comments:

10. Ability to uncover parties' needs and interests.

Met or exceeded expectations     Did not meet expectations  
 Did not observe  
Comments:

11. Ability to assist the parties to make their own informed choices.

Met or exceeded expectations     Did not meet expectations  
 Did not observe  
Comments:

12. Ability to assist the parties to evaluate their options effectively.

Met or exceeded expectations     Did not meet expectations  
 Did not observe  
Comments:

13. Ability to demonstrate adherence to ethical principles and values.

Met or exceeded expectations     Did not meet expectations  
 Did not observe  
Comments:

**PART 2:**

1. Did you observe this Q. Med candidate conducting a mock (role-play) mediation from start to finish (all stages/phases) of at least one hour in duration under your supervision?

Yes                       No  
Comments:

2. Was the candidate able to manage the parties effectively such that the parties could focus and work on the issues in dispute?

Yes                       No                       Not able to tell  
Comments:

3. Overall, does the candidate have good communication and intervention skills?

Yes                       No                       Not able to tell

Comments:

4. Overall, did this candidate run an effective mediation process such that the parties were supported through an Interest Based Model?

Yes                       No                       Not able to tell

Comments:

5. Would you recommend this individual if a friend/family member needed a mediator for a moderately complex situation involving two parties?

Yes                       No                       Yes, but with reservations

Comments:

**Based on the criteria set by the Designation Committee, would you recommend this candidate for a Qualified Mediator Designation?**

Yes                       No

**Final comments and/or explanatory notes:**

**Supervisor Signature:** \_\_\_\_\_