WHAT IS NICKIE ASSESSING AGAINST?

PRAGMATISM®
MEDIATION & EMPLOYEE RELATIONS

Achieving at least 'satisfactory' in the following areas:-

- Preparation
- Setting the tone
- The opening statement
- Use of questioning
- Building rapport
- Body language
- Maintaining control
- Use of own notes to share information
- Interests / needs vs positions
- Confidentiality
- Summarising / explaining next steps
- Instilling confidence and respect
- Dealing with emotion
- Helping parties move towards agreement

College of Mediators



CMC
CIVIL MEDIATION COUNCIL

(note: some aspects may not arise in the mediation. You will not be penalised if it doesn't!)

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