

Mediation Self Assessment

This document is entirely for your own use, to help you reflect on your potential to be a mediator. Don't feel you have to be perfect in all of these areas – any training will build and develop these skills. Give your self a score from 0-3 in every area.

0= Can't do that

1= Not bad

2= Pretty good

3= Excellent

Are you able to...

Score

Be a good listener	People often come to you to ask for advice; you feel it is important to listen carefully to what they say and make sure you really understand what they are telling you.	
Build rapport	You are able to get along with lots of different types of people in various circumstances; you work well in a team.	
Be non-judgmental	You resist offering opinion or criticism of other people's situations and allow them to make their own decisions.	
Be impartial	You don't get drawn in to an argument , but remain objective and can see both points of view.	
Facilitate discussion	You make sure everyone has a chance to speak and give their view.	
Stay calm / positive under pressure	When things get emotional you keep a level head; when someone gets angry you can generally manage your own feelings so that you don't get too upset.	
Get the best out of others	You communicate well, encourage, prompt and be persistent when necessary.	
Be open-minded	You respond constructively to a wide variety of people, ideas and different ways of thinking.	
Work inclusively	You have a good understanding of equality and diversity, prejudice and discrimination, harassment and bullying.	
Maintain confidentiality	You do not tend to gossip; if someone asks you to keep a secret you respect this but also think carefully about what it might mean if they tell you something challenging, e.g. where they might be in danger or breaking the law.	
TOTAL SCORE		/30

As a general guideline, if your score is 15 or above you have the potential to train as a workplace mediator.