**Communication**

Delivers effective communications by engaging all types of people through good listening, open mindedness and rapport-building. Works constructively with strong emotions. Is able to build commitment to the mediation process. Is aware of own communication style and the impact of that on individuals.

**Facilitation and impartiality**

Is non-judgmental and remains positive under pressure. Creates a safe environment and works with parties in a balanced way. Responds constructively to difficult behaviour and applies a range of rapport-building strategies. Does not take sides. Is able to move people through the mediation process towards resolutions. Responds with rapport to challenges.

**Focusing on the customer**

Is professional, organised, able to keep people informed; understands and works to high standards of confidentiality. Works to guidelines and a code of practice.

**Managing conflict and difficult behaviour effectively**

Is able to use influencing skills to manage challenging behaviour; is able to remain calm under pressure and is able to assist people to resolve their differences whilst maintaining empathy and rapport. Shows self-awareness of their own triggers and responses to conflict.

**Equality and Diversity**

Is aware of the impact their social identity may have on people’s perceptions of their impartiality and ability to understand others’ experience. Understands how to work appropriately with a wide range of people during a mediation whilst maintaining their dignity. Is capable of managing power issues and challenges to the mediator role. Understands and challenges discriminatory behaviour, and provides a model fairness and equality.

**Team-working and self-development**

Works to the principles and values of the mediation service. Is able to work, reflect on practice and learn, with co-workers and colleagues from the mediation team. Takes time to give required support and assistance to team workers and is happy to receive advice and assistance from co-workers. Maintains and delivers own technical expertise and identifies current and future skills gaps and take steps to address these gaps over time.