

MEDIATION HERTFORDSHIRE

PERSON SPECIFICATION FOR A VOLUNTEER MEDIATOR

KNOWLEDGE AND EXPERIENCE

Some disputes are complex and many are highly emotionally charged. Mediators are required to meet and work with people who are distressed and angry, but also anxious and feeling vulnerable. It is useful to have had experience in a listening, counselling or negotiating role, though such a background is not a prerequisite.

SKILLS REQUIRED

- Active listening, summarising and paraphrasing.
- Reflecting back meanings and feelings.
- Good communication skills.
- Independent facilitation of the parties to reach a conclusion, to which they all agree.
- Ability to handle conflict.
- Maintaining confidentiality.
- Working as part of a team.

ATTRIBUTES

- A mature approach
- Sensitivity and sincerity to people's differing needs and views
- Integrity
- Empathy, without taking sides
- Availability
- Tact
- Commitment
- Punctuality
- Willingness to participate in training
- Willingness to attend mediator support meetings