

CRITIQUE OF MEDIATOR

1. Active Listening

- Is mediator
- Listening actively?
- Focusing on words and meanings?
- Allowing enough time to let them talk?

2. Is mediator asking good questions to understand the perspectives of disputants? Which questions were good questions?

3. Is mediator separating positions and interests?

How?

4. Is mediator facilitating understanding between disputants?

How?

5. Is mediator generating options for resolution?

What options?

