

PROFESSIONAL MEDIATOR MEMBERSHIP SUMMARY of RECOMMENDED EDUCATION/TRAINING & EXPERIENCE

This form is for mediators who wish to be considered for the Colorado Council of Mediators and Mediator Organizations (CCMO) Professional Mediator Membership category. Applicants must meet the requirements indicated below. Professional Mediator Membership is required before you can be added to CCMO's Find a Mediator data base, available to the public. In order to be considered for Professional Mediator Membership, you must complete the attached form. Use additional space and attach documentation as needed but please do not use documentation as a substitute for completing the application form.

A. Fundamentals of Education/Training and Experience Applicable to all Professional Mediators

1. A 40-hour training program which covers the eight areas of training described below, including not less than 6 hours of involvement in mediation role play.*

a. Prevalent Conflict Theory and Dispute Resolution Processes

- a. relevant sociological, communication, and psychological concepts
- b. research on effective negotiation and mediation strategies, processes, and practices

b. Ethics and Values

- a. neutrality and impartiality
- b. conflicts of interest
- c. voluntariness and self-determination
- d. confidentiality
- e. ethical dilemmas
- f. cultural differences
- g. non-participant stakeholders
- h. timing and appropriateness of mediation

c. Professional Skills

- a. contracting for services
- b. preparing for the mediation
- c. explaining the process and obtaining commitment to proceed
- d. managing caseload
- e. referring cases
- f. employing community and legal resources
- g. drafting memoranda
- h. working with experts
- i. obtaining, recording, and managing information
- j. dealing with situational complexities
- k. defining and differentiating conciliation, mediation, arbitration and other ADR options
- l. understanding the law related to the mediator's role
- m. applying mediator standards of conduct
- n. terminating a mediation session

d. Communication

- a. listening
- b. responding
- c. questioning
- d. clarifying
- e. reframing
- f. guiding

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- g. paraphrasing
- h. balancing participation
- i. recognizing non-verbal communication
- j. using clear, neutral language
- k. modeling constructive behavior

e. Relationships

- a. forming relationships
- b. building rapport
- c. establishing trust
- d. setting a cooperative tone
- e. establishing impartiality
- f. listening and questioning empathically
- g. empowering parties
- h. gauging parties' reactions
- i. being non-judgmental

f. Information Gathering

- a. screening parties
- b. performing needs assessment
- c. identifying issues
- d. screening issues
- e. prioritizing issues
- f. setting the agenda
- g. exploring parties' interests and concerns
- h. recognizing legal context

g. Interaction and Conflict Management

- a. developing ground rules
- b. reducing tensions
- c. addressing safety concerns
- d. balancing power
- e. refocusing
- f. strategizing/orchestrating
- g. caucusing
- h. confronting
- i. empowering parties
- j. distracting/redirecting
- k. dealing with strong emotions
- l. maintaining control of the process
- m. managing the influence of outside parties

h. Problem Solving

- a. reframing issues
- b. narrowing issues
- c. educating parties
- d. converting positions into needs and interests
- e. identifying areas of agreement, consensus, and disagreement
- f. identifying principles and criteria to assist decision-making
- g. designing temporary plans
- h. brainstorming
- i. developing options
- j. evaluating options and consequences
- k. reality testing
- l. developing an implementation plan

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- m. managing impasse
- n. assisting parties to identify alternatives to a mediated agreement
- o. assisting parties to create an enduring agreement

2. Participation as a mediator in a minimum of 60 hours of mediation in 10 or more different mediation cases.

- a. Not fewer than 5 mediation cases in which the mediator is under the Direct Supervision of a Professional Mediator;
- b. Not fewer than 5 additional mediation cases in which the mediator conducts the mediation solo while in consultation with a Professional Mediator or acts as lead mediator on a Co-Mediation team with a Professional Mediator.
- c. Participation consists of direct involvement in intake interviews, review of pre-mediation documents, other work preparing for the mediation, mediation sessions, consultation, and the preparation of a record of the agreement reached by the parties. Mediation experience does not include time spent in transportation, note transcription, or the filing of reports.

B. – Supplemental Education, Training, and Experience for Specific Subject Areas

Mediation covers such a wide variety of subject areas that it is not feasible to recommend supplemental education/training and experience for each subject area. Some subject areas require understanding of specific practices, knowledge, terminology, and skills to address particular situations. For example, in family disputes, mediators should have an understanding of domestic violence dynamics and skills to determine whether mediation is appropriate and to provide suitable assistance to the parties. It is incumbent on the mediator to determine and achieve the understanding, knowledge, terminology, and skills necessary to mediate competently in subject area in which they practice.

C. – Continuing Education – Professional Mediators are required to complete ten hours per year of continuing education in one or more of the following areas:

- 1. components described in A(1)(a) through A(1)(h), above.
- 2. substantive knowledge in relevant subject areas.

Continuing education in mediation may be obtained through:

- workshops
- conferences
- mentors
- lectures
- books, articles, and other publications
- observation of live or video mediations and role plays
- interactive feedback (e.g. peer review, feedback from mediator observers)
- electronic discussion groups
- online training

It is the CCMO Professional Mediator's responsibility to seek the most relevant continuing education. CCMO Professional Mediators are encouraged to take advantage of a variety of educational opportunities, the focus of which may shift over time.

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D. – Code of Conduct

Subscription to Mediators Revised Code of Professional Conduct (2005) available on CCMO's web site (www.coloradomediation.org) or a code of conduct sanctioned by another recognized professional organization. A mediator who is a member of another profession is to be guided by codes of conduct or standards applicable to that profession, also.

* The 40 hour training may be online, self-paced, or onsite training covering the eight areas of training including six hours of role play as both a mediator and a party to a mediation. This can be accomplished online, by phone, or by case analysis at home, a place of worship, or workplace.

E. – For those not familiar with features of newer versions of Adobe Acrobat and Adobe Reader

The next page is the actual application form. This form has been created so that you can fill-in the information and save the form. If you choose, you may partially complete the form, save it, and then return to fill-in more information. You are encouraged to change the name of the form when you save it the first time. You may save the form as often as necessary to gather all the information you need to complete the application.

Once your application is complete, you may sign by hand, sign electronically the form and mail it to the CCMO Professional Mediator Committee. As with all electronically signed forms, once you apply your signature the form cannot be altered or the signature will be invalidated.

Mailing address:
CCMO
6064 South Taft Way
Littleton, CO 80127

PROFESSIONAL MEDIATOR MEMBERSHIP APPLICATION

Name: _____

Work Phone: _____ Alternate Phone: _____

Code of Conduct: I attest that I have fulfilled the requirements set out in the application which I have submitted to CCMO for Professional Mediator membership. I agree to continue to abide by the Mediators Revised Code of Professional Conduct (2005), and CCMO's Standards of Practice and Grievance/Ethics Policy and procedures.

40 hour Mediation Training: Please provide the name of the trainer or training organization, the location and date of the training, and how many hours it comprised. Attach agendas or other documentation that lists the skill/activities covered. Attach proof of completion (diploma, letter from training, etc.)

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Mediation Experience: Please itemize required number of cases and hours (at least 60 hours in at least 10 cases). Cases fulfilling the Professional Mediators requirements **MUST** be individually listed. Forms that say "300+ cases for over 1500 hours" will not be processed. Provide dates or approximate dates if possible. You may list cases by type (divorce, landlord/tenant, etc.). You should not compromise any client's confidentiality. If necessary, attach an additional page.

Date	Type of case	Hours	Date	Type of case	Hours

Total number of cases: _____ Total number of hours: _____

Mediation Supervision/Consultation: Please provide the name(s) of mediator(s) who supervised/ provided consultation, method of consultation (debriefing with supervisor, discussion with co-mediator, case review, etc.) You must provide five mediation cases, or more, in which the mediator is under the Direct Supervision of an experienced mediator, and not fewer than 5 additional mediation cases in which the mediator conducts the mediation solo while in consultation with an experienced mediator or acts as lead mediator on a Co-Mediation team with a senior or more experienced mediator.

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Applicant's signature

Date

