

Questions to Ask when Appointing a Mediator

Mediators differ in shades, shapes and sizes. Their skills and areas of expertise are diverse, and so are their style and approach. Their diverse personal skills count towards the outcome of a mediation. They may or may not meet your expectations. For this reason, you need to ask the following hard questions before placing your finger on a mediator.

- Is the mediator certified as having been trained by a recognised ADR training institution?
- Is he/she accredited by a national accrediting institution, such as the Mediation Accreditation Committee (MAC)?
- What is his/her mediation model (facilitative, transformative, evaluative or directive), or does he/she apply a combination of two or more of such styles? ?
- What is his/her area of expertise or preference (commercial, family or workplace, etc), and why the preference?
- What skills or personal qualities make him/her an effective conflict manager or dispute resolver?
- What is his/her attitude towards the attendance of counsel at mediation sessions?
- What experience does he/she have in group or multi-party mediation?
- What reputation does he/she have as an ADR practitioner?
- How do you rate his/her passion for ADR?
- Is he/she available and committed to give his/her best?
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