

Answer all of the following questions.

1. How and when should a mediator use active listening? **(3 marks)**
2. How and when should a mediator use reality testing? **(3 marks)**
3. What is the difference between reframing and reflecting? Discuss how and why these techniques are used in the mediation process. Give examples. **(4 Marks)**
4. Is it the mediator's role to give advice? If not, why not? **(5 marks)**
5. Compare and contrast the concepts of positions and needs. Why is it important to establish underlying needs? **(5 marks)**
6. What are the main sources of power imbalance in a mediation? How can a mediator address these in an equitable manner? **(5 marks)**
7. What is the purpose of the private session and when should it be used? **(5 marks)**
8. Consider the following parties' opening statements and:
 - a. Give an accurate mediator's summary of the parties' opening statements as if you are speaking to the participants.
 - b. List the presenting issues and underlying needs of each party.
 - c. Formulate an agenda and write down what you will say as you map the agenda on the whiteboard.

Party A – Carol (Team Leader) Opening Statement:

I just got back from long service leave to find that Mark had taken on the role of Centre Manager and was planning a huge restructuring of the team. It was clear he had it in for me as he told others that he was giving me projects to work on and that I wouldn't be managing the team anymore as only full-time employees would be team leaders under the new structure. I am a single parent with three small children, so I can't work full-time, but I have always been able to do my job well for the past 10 years. I thought he would appreciate my knowledge and experience, so I sent him a few suggestions which he ignored.

Mark made it difficult for me to complete these new projects as he micro-managed my days via urgent emails which often re-directed me to other tasks meaning that the projects often missed their deadlines through his interference, and Mark has the nerve to keep sending me emails asking me why I haven't completed the projects.

We work in an open plan office and Mark can see me but will never approach me to talk about anything directly. He just sends these passive aggressive emails to me. I am devastated that my role as team leader has been undermined by this man. I know that his wife stays at home with the children, and I think he objects to the idea of working mothers. I can't prove this, but there is no doubt that this is what he is thinking.'

Party B – Mark (Centre Manager) Opening Statement:

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Chao Zhang



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