



### Mediation Process Evaluation

Please use the following scale to indicate assessment of the mediation process: (1 = not at all; 2 = somewhat; 3 = mostly; 4 = absolutely).

- 1. Were you satisfied with the pre-mediation contact by ADR Program Staff? 1 2 3 4
- 2. Do you now have a clear understanding of the mediation process? 1 2 3 4
- 3. Were you able to describe what was important to you about the situation? 1 2 3 4
- 4. Did you gain an understanding of other person/party's concerns? 1 2 3 4
- 5. Did the other person/party acknowledge your concerns? 1 2 3 4
- 6. Was the outcome fair? 1 2 3 4
- 7. Does the outcome address your needs? 1 2 3 4
- 8. Would you recommend mediation to others? 1 2 3 4

Comments or Recommendations:

---

---

---

---

---

---

---

---

---

---

Your Name \_\_\_\_\_ (Optional)

**OVER**

**I understand that if I am a City of Seattle employee, this evaluation will be shared with the City of Seattle Alternative Dispute Resolution Program.**



## Mediator Effectiveness Evaluation

Please use the following scale to indicate assessment of mediators skills: (1 = poor; 2 = fair; 3 = good; 4 = excellent).

	Mediator 1	Mediator 2
1. Treated each participant fairly and respectfully	1 2 3 4	1 2 3 4
2. Helped you think through your issues and articulate your goals for the mediation	1 2 3 4	1 2 3 4
3. Helped you understand the other person's issues and why they were important to them	1 2 3 4	1 2 3 4
4. Fostered an environment that allowed for open communication	1 2 3 4	1 2 3 4
5. Dealt effectively with emotions	1 2 3 4	1 2 3 4
6. Maintained an effective manner (i.e. calm, sensitive, flexible, purposeful)	1 2 3 4	1 2 3 4
7. Honored confidentiality during mediation session	1 2 3 4	1 2 3 4

Comments or Recommendations:

---



---



---



---



---



---

Your Name \_\_\_\_\_ (Optional)

**OVER**

**I understand that if I am a City of Seattle employee, this evaluation will be shared with the City of Seattle Alternative Dispute Resolution Program.**