

## CRITERIA FOR PANEL MEMBERSHIP AND SELECTION PROCESS

Applicants will need to be:

1. Employed at WITS
2. Interested in mediating
3. Able to allocate time to mediating for a period of 2 years once training is complete
4. An accredited mediator having attended and successfully completed a full 40 hour accredited and assessed training course
5. Prepared to attend regular in mediation debriefing and refresher training on a quarterly basis
6. Prepared to sign the Mediator Code of Conduct
7. Prepared to submit process reports following each mediation.

Mediation requires a particular set of skills and an effective approach to conflict. The following key qualities will assist:

- An A-grade listener – be prepared to be patient, attentive and understanding of what other people say; prepared to assume people are telling the truth; listen actively
- Able to maintain confidentiality
- Non-judgmental and open-minded
- Capable of staying calm
- Positive under pressure and good at getting the best out of other people
- Aware of issues associated with equality – showing understanding of prejudice and discrimination, harassment and bullying; working in a way that demonstrates in a practical manner respect for and acceptance of differences

The selection and appointment process will include:

- Advertise for mediators
- Screen applications based on following criteria
- Interview prospective mediators
- Appoint with a formal letter of appointment