Online Mediation Training Task Force

Mentoring and Case Consultation

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Best Practices

- Is mentoring part of a practitioner's developmental process?

- Is mentoring an element in a gatekeeping process (i.e. certification)?

- Is the mentoring process formal and structured or informal and spontaneous?

- Who are the mentees; who receives mentoring?

- Who provides mentoring and in what context does this occur?

- What are the goals?

- What is the format or setting for mentoring?
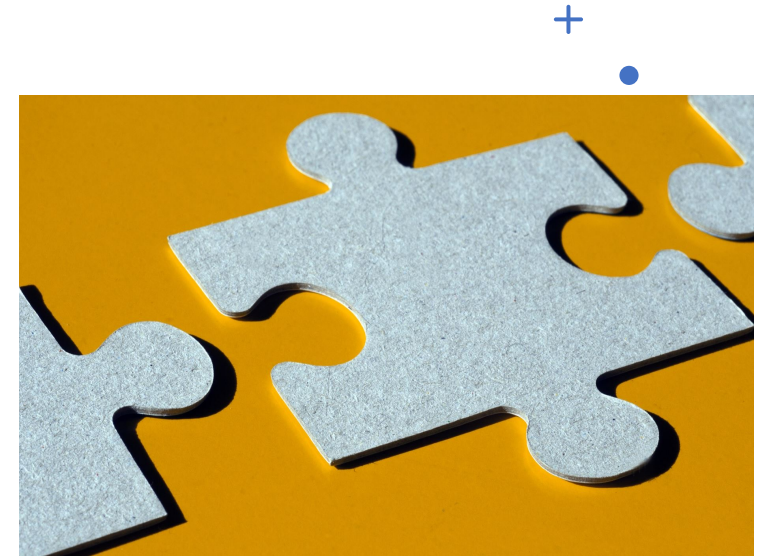
Mentoring as Part of a Practitioner's Developmental Process

Recently trained and novice practitioners seeking to develop their knowledge and skills.

Experienced practitioners wanting to freshen their skills and deepen their knowledge.

Novice practitioners seeking advice about practice development.

Groups of colleagues (Communities of Practice) building connections, learning from one another.

Internships or similar connections to experienced practitioners.

Mentoring as Gatekeeping

Practitioners required to participate in mentoring in order to obtain certification as part of a governmental process (Virginia).

Practitioners required to participate in mentoring in order to obtain certification with a professional association (MII, IMI).

Mentoring to fulfill continuing education requirements.

Practitioners required to receive mentoring in connection with a violation of standards of conduct.

Who Provides Mentoring?

Mentoring by practitioners certified pursuant to an established policy or program of mediator certification (Virginia)

Mentoring by senior practitioners (observation; co-mediation; internships)

Mentoring offered by approved mentors as part of a professional association (IMI's program for young mediators; MII)

Mentoring by supervisory staff within a mediation practice (Conflict Intervention Service; US District Court ADR Program)

Practitioners offering individual or group mentoring for a fee or as a benefit to members of a professional association (ABA; ACR; APFM)

Self-managed groups of practitioners (Communities of Practice)

Who Seeks Mentoring?

Mentoring by practitioners certified pursuant to an established policy or program of mediator certification (e.g., Virginia)

Mentoring by senior practitioners (e.g. internships)

Mentoring offered by approved mentors as part of a professional association (e.g. IMI's program for young mediators; MII)

Mentoring by supervisory staff within a mediation practice (e.g. Conflict Intervention Service; US District Court ADR Program)

Practitioners offering individual or group mentoring for a fee or as a benefit to members of a professional association (e.g. ABA; ACR; APFM)

Self-managed groups of practitioners (e.g. Communities of Practice)

Threshold Questions

For the mentor

What is my role?

What is the objective?

Can I respond to and work with the mentee's goals?

For the mentee

What am I seeking?

Have I identified my goals?

Am I willing to make the commitment?

Best Practices

Goals and Expectations—Setting The Stage

Defining and agreeing on expectations; setting boundaries; establishing ground rules; affirming confidentiality

Mentor's role and responsibilities

Describe structure, format and model; build and sustain trust; maintain consistency and reliability;

Mentee's role and responsibilities

Prepare; identify and clarify goals; adopt a learner's mindset