

Office of State Human Resources

Mediator Candidate Qualifications

Candidates for mediators should be drawn from a variety of disciplines and should reflect the diversity of our workforce. All candidates must be recommended and approved by management and Human Resources.

Qualifications

Willingness to complete or has completed an approved 40 hour Employment Mediation Training

Willingness to participate in practice, self-study, and advanced training opportunities to enhance skills as needed

Well respected and in good standing with the agency or university

Of good moral and ethical character

Strong professionalism

Disciplined and well organized

Ability to actively listen

Possesses strong communication skills

Bachelor's degree or equivalent education and work experience

Willingness to accept and adhere to the OSHR Mediator Code of Conduct

State of North Carolina Mediator Code of Conduct

This Code of Conduct has been adopted to promote and maintain the highest standard of personal conduct and professional standards among mediators. By volunteering to serve in the Office of State Human Resources Mediator Pool, each mediator shall adopt this Code of Conduct, thereby promoting confidence in the integrity and services of the mediation process.

1. **Advising:** The Mediator will not give legal or other professional advice to either of the parties, even if the Mediator is trained in that aspect of advice.
2. **Competence:** The Mediator will accept as a personal duty the responsibility to maintain professional competency as a mediator utilizing appropriate mediation resources including resources offered by the Office of State Human Resources.
3. **Confidentiality:** The Mediator will maintain confidentiality concerning the details of the mediation, including aspects of the mediation that occurred before, during, and after the actual mediation, EXCEPT in those instances where evidence of criminal activity and threats of violence must be disclosed to appropriate authorities or when ordered to disclose aspects of the mediation by an appropriate judicial authority.
4. **Conflict of Interest:** The mediator will disclose to all parties any potential conflict of interest concerning the parties in the dispute, and will withdraw from the role of Mediator if either party requests withdrawal because of the possibility of a conflict of interest.

The Mediator will decline any mediation request where there is:

- personal, financial, or business interest in, or relationship with, anyone participating in the dispute,
 - prior knowledge of or have conducted a review of the evidence or facts, or
 - any known factor that would compromise the mediator's neutrality.
5. **Ensure Understanding:** The Mediator shall help the parties to understand the mediation process and the terms and conditions of signing a mediation agreement should an agreement be reached.
 6. **Impartiality:** The Mediator will be impartial in the way the mediation is conducted, without any appearance of bias or favoritism.
 7. **Respectful Conduct:** The Mediator shall exhibit respectful conduct at all times and encourage mutual respect between the parties.

I hereby agree to abide by the Mediator Code of Conduct.

Signature

Printed Name

Date