



Intercultural assessment ctd.

4. Intercultural Mediator skills tested (ICA)

- The intercultural Mediator skills that are tested during the ICR check are geared towards attitude and skills and specifically deal with the competences: intercultural sensitivity, intercultural communication, building commitment and managing uncertainty.
- The intercultural Mediator skills tested in the interview and the case study are geared towards knowledge, dealing with skills and dilemma's & strategic choices in actual international or intercultural mediation situations. The knowledge specifically deals with cultural framework(s), self-awareness and multi-cultural perspectives. The skills specifically deal with communication, preparation and managing the process. The dilemma's additionally deal with IMI's Cultural Focus Areas, CFAs: Relatedness & Communication Styles, Mindset Toward Conflict, Mediation Process, Orientation Toward Exchanging Information, Time Orientation, Decision-Making Approaches.
- See for a more comprehensive description: immediation.org and [ACB QAP profile](#) as well as on the website of [Toolkit Company](#) and [Ideas4](#).

5. The costs

- Intercultural Assessment: € 550, including IRC.
- Travel and stay of the assessor(s) for life action assessments.

Corporate Representation & Conflict Management Research Center

Corporate representation

ACB Foundation is a conflict resolution & prevention research center. The foundation is specialized in quality control, selection of qualified neutrals or negotiation professionals for commercial cases, as well as representing the interests of the private sector in the area of dispute resolution and negotiation. ACB Foundation was formed in 1998 by (legal) professional associations and businesses – including the Dutch Employers Association VNO-NCW - that saw a need for a high-quality infrastructure in the field of conflict management & commercial mediation representing their interests. The aim of the foundation is to promote the use and quality of commercial negotiation, deal facilitation and mediation in commercial conflicts.

ACB Criteria for business mediator trainings

ACB identified a set of criteria that are important for commercial mediation training programs to guarantee that prospective mediators are trained in a way as to ensure a solid base to become commercial mediators. The quality of mediators and the interests of the private sector are not served through prescribing a specific mediation style or approach. Self-evaluation as well as a clear understanding of the mediator of their own style, culture and approach are crucial. It is important that the user 'gets what s/he sees' in the description and Feedback Digest of a mediator which enable him to make an informed choice for a mediator fitting their needs for a specific case. This philosophy forms the base of the ACB assessment program that has been developed by Toolkit Company (www.toolkitcompany.com) and [ideas4](http://ideas4.com) (www.ideas4.com).



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Assessment for Intercultural Mediators

IMI Certified Intercultural Mediator & ACB Accredited Intercultural Mediator



ACB Foundation offers 3 assessments to commercial mediators around the globe.

1. Post Training Assessment (PTA): 'ACB Credentialed Mediator'

A 45-minute video or live action assessment, based on a role-play; and a 10-minute interview with an ACB trained assessor. This assessment is meant to offer mediators who are 'new to the field' a chance to demonstrate to potential clients and mediation providers that they meet quality standards.

2. Post Experience Assessment (PEA): 'ACB Accredited Mediator' and 'IMI Certified Mediator'

A 60-minute video or live action assessment by two ACB trained assessors, based on a role-play, or a 60-minute videotape of an actual mediation; as well as a 20-minute interview. This assessment is for business mediators with a substantial level of practical experience.

3. Intercultural Assessment (ICA): 'ACB Accredited Intercultural Mediator' and 'IMI Certified Intercultural Mediator'

An Intercultural Readiness Check, IRC, and submitting an intercultural case study, followed by a 45-60 minute oral examination and discussion with an ACB trained intercultural assessor. ACB's intercultural mediation assessment program is supervised by interculturalist Junita Wijnands of Ideas4/itim.



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Intercultural Assessment

1. Admission criteria for Intercultural Assessment (ICA)

To be qualified for IMI intercultural certification a mediator must be an IMI certified mediator and/or ACB certified mediator and provide a logbook, a case study, a strategy and reasoning for this case, an Intercultural Readiness Check and a self-evaluation.

- The **case study** should be prepared by the mediator and describe an actual cross-border or intercultural mediation case. At least: 2 pages with general instructions and one page of confidential instructions for each party involved (4 in total). The case study should clearly describe: the parties, the setting, the issues, the interests and positions of each party, the parties' constituency, their cultural background, as well as any other relevant information.
- The applicant should submit a **strategy and reasoning** of how to mediate this particular case, the challenges, special areas of attention and opportunities, the communication styles and mutual understanding. The applicant must describe how they will prepare for and initiate this case and how to design an appropriate process and what dilemmas and strategic choices they will probably be faced with or have been faced. The applicant must also describe what is necessary to effectively manage this process with these parties, what cultural considerations (cultural focus areas, CFA's) may be influencing the process including how to adapt the process accordingly and design appropriate interventions.
- The **self evaluation of their intercultural skills as a mediator** should be based on at least 5 actual cross border or intercultural cases or 50 hours of mediation: The self-evaluation should deal with Strengths, Areas for improvement, Opportunities and Threats and must contain a description of the mediators own culture and its impact on the mediation process.
- The **logbook** should state the months and year, amount and duration of mediation sessions, duration of the mediation, subject matter, type of parties, cultural background of parties and others involved in the mediation, whether counsel were present, the number of participants and whether or not settlement (in part) was reached.

2. The ICA assessor

ACB Foundation does not offer mediator training and assesses in a PEA or ICA the performance of business mediators independent of a specific training program, mediation style, etc. The ACB trained PEA or ICA assessors come from several countries and cultures. They are independent from the institutes(s) in which the assessed mediator received training. Assessors sign an integrity declaration for each assessment.

3. Procedure of ACB Intercultural Assessment (ICA)

- The candidate should submit to ACB a **case study** describing an actual cross-border or intercultural mediation case, provide a **strategy and reasoning**, a **logbook** and a **self-evaluation**. Together with a signed **integrity declaration**.
- Next the candidate will receive an invitation for the **Intercultural Readiness Check, IRC**, with a user name and password. This test can be done. The results will be submitted to the assessor and the candidate. The candidate receives by email a comprehensive report of their Intercultural Readiness Check, describing their individual score on the four IRC competences, how to interpret the results, potential pitfalls and practical suggestions for development.
 - The candidate needs to successfully pass the IRC: a score of 4 or above (out of 9) on the aspects of cultural sensitivity and managing uncertainty.
- The case study and IRC results will be reviewed by an intercultural assessor and if passed successfully there will be a **follow-up interview** of 45-60 minutes with the assessor and the applicant.
 - The candidate needs to successfully pass part 1 of the interview, dealing with the interpretation and implication of the results of the IRC.
 - The candidate needs to successfully pass part 2 of the interview, dealing with knowledge, skills, dilemma's and process management.

