

Employee Workplace Mediation Program State of Ohio Competencies Mapped to Mediator Characteristics

Statewide Competency	Competency Description	Mediator Characteristics
1. Communicating with People Outside the Organization	Communicates with people outside of the organization (agency), representing the organization (agency) to customers, the public, government (federal, other state or local), and other external sources. Information can be exchanged in person, in writing (electronic or hard copy), or by telephone or email.	<ul style="list-style-type: none"> ▪ Suspends judgment of others when they are in conflict and not at their best. ▪ Possesses strong communication skills including listening, verbal and written skills. ▪ Demonstrates sensitivity while considering different and unique realities and levels of literacy of others.
2. Making Decisions and Solving Problems	Analyzes information and evaluates results to choose the best solution and solve problems.	<ul style="list-style-type: none"> ▪ Supports the uniqueness of individualized thinking and the decision-making processes of others. ▪ Is self-aware, able to reflect on one's personal biases, and suppress them when supporting others in making decisions.
3. Resolving Conflicts and Negotiating with Others	Handles complaints, settles disputes and resolves grievances and conflicts, or otherwise negotiates with others.	<ul style="list-style-type: none"> ▪ Is comfortable in the midst of other's conflict and remains neutral. ▪ Possesses strong values and belief that people are capable of resolving their own conflicts. ▪ Remains comfortable in situations where there is not clear direction as to what is happening. ▪
4. Updating and Using Relevant Knowledge	Keeps up-to-date technically and applies new knowledge to the job.	<ul style="list-style-type: none"> ▪ Recognizes that learning is a continuous process which involves critical and reflective thinking.