



AAA® Panel of Mediators Qualification Criteria

“Who will be my mediator?” This is the single most important question parties ask once they have agreed to mediate. Qualified mediators are the heart of the mediation process and the AAA is committed to offering a Panel of Mediators in which parties can have the utmost confidence. For this reason, we have established the following *minimum* qualification criteria applicants must meet in order to be considered for acceptance to the AAA’s Panel of Mediators.

General Experience

A minimum of 10 years of *senior-level* experience in business, industry or a profession.

Education

Educational degree(s) and/or professional license(s) appropriate to applicant’s field of expertise.

Mediator Training and Experience

Applicants must meet **BOTH** of the following *minimum* requirements:

- A. *Training:* Applicant must be able to document – by either a certificate of completion or a letter from the training organization—the completion of at least 24 total hours of training in mediation process skills encompassing the following topics: conflict theory, negotiation, dynamics of the mediation process, issues identification, generating options, caucusing, managing party interaction, ethics, impasse strategies, philosophies of mediation and mediator styles, role of the mediator, and simulated mediation role-plays providing performance-based evaluation.
- B. *Experience:* Applicant must be able to document* **ONE** of the following:
 - (i) Has served as a mediator on at least five mediation cases, in the applicant’s primary field of expertise, filed privately or through a court system over the last three calendar years. OR
 - (ii) Has served informally in the role of a mediator on at least four different occasions over the last two calendar years (documentation required*). “Informal” mediations are defined as those that are privately arranged but not conducted under the auspices of an ADR provider or assigned through a court mediation program. Examples of informal mediations would be situations such as resolving disputes among business partners, employees or industry colleagues in the normal course of business.

Membership in at least one business, trade or professional association.

* Due to the confidential nature of mediation, the only documentation the AAA requires is the contact information (name and telephone number) of the advocates who appeared before the applicant in the mediations. In cases of self-represented parties an applicant may use the party’s contact information only if the party has waived any applicable provision of confidentiality.