

## Mediator Certification Feasibility Study

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As part of a study on mediator certification, the **Association for Conflict Resolution** and the **Dispute Resolution Section of the American Bar Association** conducted an online survey of attitudes on issues relating to certification. The following information represents the responses of over 3100 individuals.

**Both organizations wish to thank all of those individuals who participated in the survey.**

Updates, summary information on the findings of this research and additional information on Mediator Certification is available from both the American Bar Association - Section of Dispute Resolution at <http://www.abanet.org/dispute> and the Association of Conflict Resolution at <http://www.ACRnet.org>.

Both ACR and the ABA have studied the development of a credential for mediators over the past few years. More information on the **ACR Task Force on Mediator Certification** and the ACR Blueprint can be found at [www.ACRnet.org/about/taskforces/certification.htm](http://www.ACRnet.org/about/taskforces/certification.htm).

More information on the **ABA Section Credentialing Task Force** can be found at [http://www.abanet.org/dispute/taksforce\\_report\\_2003.pdf](http://www.abanet.org/dispute/taksforce_report_2003.pdf)

**1.** A national certification program is needed for the mediator profession.

	Number of Responses	Response Ratio
Agree	1219	39%
Disagree	592	19%
Mixed Feelings	1278	41%
<b>Total</b>	<b>3089</b>	<b>100%</b>

**2.** Certification of mediator knowledge, skills, and abilities would be valuable to me professionally.

	Number of Responses	Response Ratio
Agree	1979	64%
Disagree	520	17%
Mixed Feelings	587	19%
<b>Total</b>	<b>3086</b>	<b>100%</b>




**3.** National certification would be valuable to individuals/organizations that utilize mediation services.

	Number of Responses	Response Ratio
Agree	1937	63%
Disagree	382	12%
Mixed Feelings	763	25%
<b>Total</b>	<b>3082</b>	<b>100%</b>

**4.** Obtaining national certification would increase my competitive edge in this field.




	Number of Responses	Response Ratio
Agree	1615	53%
Disagree	714	23%
Mixed Feelings	744	24%
<b>Total</b>	<b>3073</b>	<b>100%</b>

5. Mediation covers a unique body of knowledge that could be evaluated using a national certification process.

	Number of Responses	Response Ratio
Agree 	1239	40%
Disagree 	692	22%
Mixed Feelings 	1149	37%
<b>Total</b>	<b>3080</b>	<b>100%</b>

National mediator certification would:




6. Increase recognition in job settings




	Number of Responses	Response Ratio
Agree 	1967	64%
Disagree 	369	12%
Uncertain 	743	24%
<b>Total</b>	<b>3079</b>	<b>100%</b>




7. Increase compensation

	Number of Responses	Response Ratio
Agree 	800	26%
Disagree 	797	26%
Uncertain 	1479	48%
<b>Total</b>	<b>3076</b>	<b>100%</b>

8. Enhance the public image of mediators




	Number of Responses	Response Ratio
Agree 	1880	61%
Disagree 	380	12%
Uncertain 	808	26%
<b>Total</b>	<b>3068</b>	<b>100%</b>



9. Enhance the professionalism of mediators		Number of Responses	Response Ratio
Agree		1627	53%
Disagree		604	20%
Uncertain		838	27%
<b>Total</b>		3069	100%

10. Restrict entry into the profession		Number of Responses	Response Ratio
Agree		1806	59%
Disagree		463	15%
Uncertain		814	26%
<b>Total</b>		3083	100%

**11. Other (Please specify)**

972 Responses






12. If a single national certification program for mediators is developed it should be targeted toward the following: (Please select only one response)		Number of Responses	Response Ratio
Entry-level		1224	41%
Mid level skills		943	32%
Advanced level skills		804	27%
<b>Total</b>		2971	100%

13. If a single national certification program is developed for mediators it should be		Number of Responses	Response Ratio
General certification		2146	72%
Specialty certification		831	28%
<b>Total</b>		2977	100%





**14.** If you listed “specialty certification,” please list the preferred specialty

820 Responses





**15.** What would you be willing to pay for a national mediator certification? (Please select only one response)

	Number of Responses	Response Ratio
More than \$500 	179	7%
\$500 	337	13%
\$400 	137	5%
\$300 	495	18%
\$200 	1544	57%
<b>Total</b>	2692	100%








**16.** If you were to apply for certification, which of the following would probably pay for certification? (Please select only one response)

	Number of Responses	Response Ratio
Myself 	2296	77%
My Employer/Agency/Program 	322	11%
A combination of myself and my employer/agency/program 	295	10%
 Other, Please Specify	75	3%
<b>Total</b>	2988	100%

**17.** I expect to seek national mediator certification if an acceptable program is developed.

	Number of Responses	Response Ratio
Strongly Agree 	870	29%
Agree 	1370	45%
Disagree 	536	18%
Strongly Disagree 	242	8%
<b>Total</b>	3018	100%

**18.** What methods should be used to assess the knowledge, skills and abilities of candidates? (Check all that should be used)


	Number of Responses	Response Ratio
Written examination 	1268	42%
Practical examination (such as participation in a simulated mediation exercise) 	1380	46%
Submission of a portfolio of case studies 	797	27%
Submission of prior mediation experience 	2153	72%
Submission of prior training and education in knowledge areas related to mediation 	2517	84%
 Other, Please Specify 	572	19%

I expect to seek national mediator certification if an acceptable program is developed by:

**19.** ACR

	Number of Responses	Response Ratio
Agree 	1437	48%
Disagree 	527	18%
Mixed Feelings 	1001	34%
<b>Total</b>	2965	100%

**20.** ABA

	Number of Responses	Response Ratio
Agree 	905	32%
Disagree 	1022	36%
Mixed Feelings 	929	33%
<b>Total</b>	2856	100%




**21. Jointly by the ACR/ABA**

	Number of Responses	Response Ratio
Agree 	1472	50%
Disagree 	540	18%
Mixed Feelings 	922	31%
<b>Total</b>	2934	100%





**22. Other (please specify)**

336 Responses






**23. Which of the following best describes your principal employment situation? (Please select the best response)**

	Number of Responses	Response Ratio
Paid mediator - full time 	603	20%
Paid mediator - part time 	1050	34%
Volunteer mediator - full time	32	1%
Volunteer mediator - part time 	470	15%
Student	110	4%
 Other, Please Specify 	797	26%
<b>Total</b>	3062	100%
















**24. If a mediator, for how long have you worked as a mediator:**

	Number of Responses	Response Ratio
Up to 1 year 	263	9%
2-5 years 	762	27%
6-10 years 	797	29%
11 or more years 	966	35%
<b>Total</b>	2788	100%

25. I typically conduct the following number of mediations in average year.

	Number of Responses	Response Ratio
Less than 10 	966	34%
Between 11 and 25 	759	27%
Between 26 and 50 	478	17%
Between 51 and 75 	210	7%
Over 76 Mediations 	419	15%
<b>Total</b>	<b>2832</b>	<b>100%</b>

26. What is your mediator specialty area(s)? (Mark all that apply)

	Number of Responses	Response Ratio
Family 	1235	43%
Workplace 	1363	47%
Environmental/public policy 	363	13%
Court (civil) 	1284	44%
Commercial 	938	32%
Community 	797	28%
Health Care 	311	11%
International 	147	5%
Ombuds 	143	5%
Crisis Intervention 	211	7%
Education 	468	16%
Restorative and Criminal Justice 	334	12%
Online Dispute Resolution	88	3%
Organizational Conflict Management 	674	23%
 Other, Please Specify 	527	18%

27. What mediator organizations do you belong to? (Please select all that apply)

	Number of Responses	Response Ratio
ACR	1712	62%
ABA- Dispute Resolution Section	1076	39%
NAFCM	194	7%
Mediate.com	176	6%
State Mediation Association	1157	42%
Local or Regional Mediation Association	915	33%
<input type="button" value="VIEW"/> Other, Please Specify	499	18%

28. What is your age?

	Number of Responses	Response Ratio
Under 21	6	0%
22-30	128	4%
31-40	295	10%
41-50	745	24%
51-60	1246	41%
61 and over	641	21%

29. Highest educational/academic level achieved:

	Number of Responses	Response Ratio
High school graduate	52	2%
Associate degree	83	3%
Baccalaureate degree	421	14%
Law degree	1418	46%
Graduate degree	1095	36%
<b>Total</b>	<b>3069</b>	<b>100%</b>

**30.** What is the most important reason for developing a national certification program for mediators?

2225 Responses

**31.** What is the greatest challenge of developing a national certification program for mediators?

2214 Responses

**32.** Please provide additional comments that will help us evaluate the feasibility of developing a certification program:

968 Responses