Observation Sheet

Annex 14 · Module 5: Emotions and Module 6: Stereotypes

During the role-play, write down in the right column what you saw and heard, without commenting on it. Only afterwards, fill in the bottom part and read it aloud to the mediator as structured feedback.

What I observe	What I saw and heard
Emotional cues	
Validation attempts	
Tone	
Pacing	

What the mediator must intentionally practice

Naming emotions · validating feelings · using pauses or time-outs · slowing the pace when escalation appears · maintaining neutrality.

Feedback after the role-play

1. When was the mediator most challenged

2. Which validation phrase worked well

3. What emotional signals did you miss

This is not about finding one “perfect” answer. It is about noticing patterns and understanding how conflict can move toward resolution.

Name: _____ Date: _____

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