



Qualification Criteria for Admittance to the AAA National Roster of Arbitrators

The American Arbitration Association (AAA) is the nation's leading provider of alternative dispute resolution services. Openings on our Regional Roster of Neutrals are extremely limited, based primarily on caseload needs and user preferences. Consequently, even candidates with strong credentials may not be added to our roster.

Applicants for membership on the AAA National Roster of Arbitrators must meet or exceed the following requirements:

1. QUALIFICATIONS

- a. Minimum of 10 years of senior-level business or professional experience or legal practice.
- b. Educational degree(s) and/or professional license(s) appropriate to your field of expertise.
- c. Honors, awards and citations indicating leadership in your field.
- d. Training or experience in arbitration and/or other forms of dispute resolution.
- e. Membership in a professional association(s).
- f. Other relevant experience or accomplishments (e.g. published articles).

2. NEUTRALITY

- a. Freedom from bias and prejudice.
- b. Ability to evaluate and apply legal, business or trade principles.

3. JUDICIAL CAPACITY

- a. Ability to manage the hearing process.
- b. Thorough and impartial evaluation of testimony and other evidence.

4. REPUTATION

- a. Held in the highest regard by peers for integrity, fairness and good judgment.
- b. Dedicated to upholding the AAA Code of Ethics for Arbitrators and/or Standards of Conduct for Mediators.

5. COMMITMENT TO ADR PROCESS

- a. Willingness to devote time and effort when selected to serve.
- b. Willingness to support efforts of the AAA.
- c. Willingness to successfully complete training under the guidelines of the Commercial Arbitration Development Program.



6. LETTERS OF RECOMMENDATION*

When requested by the AAA to do so, furnish letters from at least three active professionals in your field, but outside of any firms or professional associations in which you are employed or on which you currently serve as an officer, director or trustee. Each letter must address the following:

- a. Nature and duration of the relationship
- b. Why the applicant would be qualified to serve

Recommended sources for letters:

1. Current AAA Panel member
2. Current or former state or federal judge**
3. An attorney who served as your opposing counsel**
4. Former employer or client

* Letters of recommendation must be sent directly to the AAA Vice President from the writers, in sealed envelopes.

** Suggested for attorney applicants.

7. PERSONAL LETTER

Submit a letter to your [local AAA office](#) explaining why you feel you would like to be included on AAA's Roster of Arbitrators along with a current copy of your personal resume or CV. Your letter should provide a detailed description of your willingness to commit yourself to serving and representing the Association. Also indicate in the letter whether or not you are currently a neutral with any other ADR agencies. Please feel free to contact your [local AAA office](#) should you have any questions.



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*.