

**C L I F F O R D
C H A N C E**

CLIFFORD CHANCE US LLP

FIVE PALO ALTO SQUARE
3000 EL CAMINO REAL
SECOND FLOOR
PALO ALTO CA 94306 2121

TEL +1 650 858 4300
FAX +1 650 858 4399
www.cliffordchance.com

Joseph Ferraro
Partner

DIRECT TEL +1 650 858 4378
DIRECT FAX +1 650 858 4399
joseph.ferraro@cliffordchance.com
admitted in New York
not admitted in California

April 13, 2004

Steven Rosenberg
775 East Blithedale Avenue, Suite 363
Mill Valley, CA 94941

Re: Mediation Training

Dear Steve:

I wanted to tell you how much I enjoyed taking your mediation training course last month. Before taking your course, I had no training in mediation, although I had participated as a lawyer in a number of mediations – usually of the “settlement conference” variety.

Your course was extremely well planned and thought out. It included plenty of basic material to give neophytes like me a sound understanding of the theoretical principals, but it never bogged down in social science theory or became boring. I found the exercises very challenging and interesting. It was especially helpful to have exercises that were designed to teach principles that are sometimes counter-intuitive.

While I think your course was invaluable for someone intending to work as a mediator, I believe it would be just as useful for attorneys who represent parties in mediation, and for others whose jobs require them to deal with conflict.

I hope that, when I am in the thick of an actual mediation, I will be able to remember and apply what I learned in your course.

Please feel free to share this letter with prospective trainees.

Sincerely yours,


Joseph Ferraro