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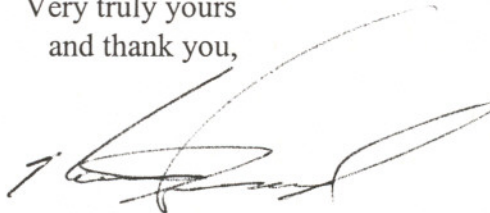
Steven Rosenberg  
Shelter Point Business Center  
591 Redwood Hwy., Suite 2275  
Mill Valley, CA 94941

Dear Steve:

It has been more than a month since I finished your mediation training. I still find myself thinking about the course and the techniques discussed and practiced. I was very pleasantly surprised with the entire program. I do not consider myself the "touchy feely" type, and was thoroughly prepared not to like mediation training. I found, however, that my exit attitude was far better than my entrance attitude. The course was entertaining and enjoyable, something essential for a 40 hour endeavor ( I didn't mind attending on Saturdays).

I learned a great deal, not only about the process and how to properly conduct a mediation, but also on the role of mediation with respect to the various ADR options. I look forward to using what I learned in my next mediation either as the mediator or representing a participant. I give your course my highest recommendation.

Very truly yours  
and thank you,



Keith Howard

KH/bh