

Joseph B. Anderson

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Steven Rosenberg
Mediation Offices of Steven Rosenberg
775 East Blithedale Avenue, # 363
Mill Valley, CA 94941

Re: Steven Rosenberg Mediation Training

Dear Steven:

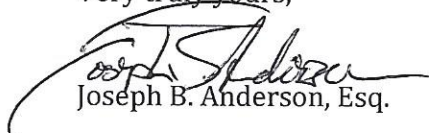
I just wanted to write you a quick note to follow up on my earlier compliments regarding your mediation course. It's been several years since I attended, and I know I'm due for a refresher, but had to let you know that I haven't felt the need given how closely so many of your ideas and remarks have stayed with me. Your use of film and television excerpts and humorous fact patterns and role-playing scenarios really made the concepts you focused on stick.

I believe that the focus on active listening and its application to any number of other aspects of good mediation skills, including developing trust and empathy and correctly inferring motivation made the course stand out. Understanding that sometimes what can be of paramount importance is merely that the parties have an opportunity to be heard is fundamental to the process. So often in litigation the actual facts that are significant to the very real people involved are not the focus of litigation, at least not in the early stages of pleading, law & motion, and discovery, and often neither party is afforded an opportunity really to be heard, not only by an objective third party, but even by the other side.

The tools you help develop that enable the parties to air their positions and to have them actively understood and restated by the neutral allows them the opportunity to air their side of the story and to hear the other's side in a non-combative fashion and can help open them up to finding common ground. Certainly, pointing out litigation risks and costs is significant, but opening otherwise closed minds to the possibility of understanding a different perspective without abandoning their own basic beliefs seems vital. Successfully doing so engenders an atmosphere in which both parties can often achieve some, if not even all, of their goals, save face, and feel like winners (or at worst, having been equally put out), rather than being certain that only the lawyers benefitted from the resolution of the dispute.

As an attorney, I believe that early mediation should be a must in as many cases as possible. As a satisfied student, I feel well prepared to make the most of a neutral situation, whether serving as counsel or as a neutral in the case. Thank you once again for your informative and very fun course, and I look forward to returning for a refresher and advanced training when my time permits. Kind regards.

Very truly yours,


Joseph B. Anderson, Esq.