

Sterling Newell Frost
4144 Paradise Drive
Tiburon, CA 94920
(415) 435-6789

November 26, 1994

Re: Steven Rosenberg.

To Whom it May Concern;

I am writing this letter on behalf of Mr. Steven Rosenberg in support and recognition of his superior training abilities.

I have been a Mediator/Arbitrator and Management Consultant for the past year and a half. Prior to that, during a 31 year career with AT&T where I was an Operations Vice President until retirement, I experienced the value of having the best possible background and continuing education in practicing my vocation. Therefore, as I prepared myself for a new career in Mediation and Arbitration, I interviewed potential instructors and searched for the best possible training courses. Steve Rosenberg was the instructor I selected for my first mediation training course.

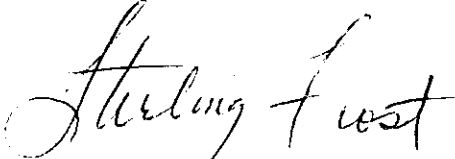
Mr Rosenberg is an attorney who devotes his entire practice to mediation after several years in litigation. I was impressed with Mr. Rosenberg during our initial discussions. Not only was he helpful, personable and articulate, he is convinced that mediation is the best of the alternative dispute resolution procedures to use in most conflicts. Other practicing mediators with extensive experience attended the same course to refresh their basic skills and keep abreast of new developments.

Mr Rosenberg has considerable successful personal mediation experience which he builds into the curricula. His presentations are interesting, provocative and crisp yet done in a style that invites questions and discussion. The course offered a good overview of the various dispute resolution procedures and their strengths and weaknesses then focused on mediation in depth. The materials he provided were a combination of actual case studies, writings by practicing professionals and some unique extractions from other media.

Participation in case role play was used very effectively to provide hands-on type training, a means to observe application skills and a basis for constructive discussions. Mr. Rosenberg is aware that each person must develop this own style and was quite helpful in pointing out various successful approaches that could be adopted and adapted by the participants. He is attentive to the needs and interests of the participants and quickly responds to their questions and concerns.

I have taken many courses in academic and industrial settings and Mr Rosenberg has the experience, intelligence, composure and good judgement to serve very well for your training requirements. I recommend him highly to you for such consideration.

Sincerely,


Sterling N. Frost