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January 4, 1995

Steven Rosenberg  
Mediation Offices of Steven Rosenberg  
591 Redwood Highway, Suite 2275  
Mill Valley, California 94941

Re: Mastering Conflict Resolution  
Session: November 2-4 and 10-12, 1994

Dear Steve:

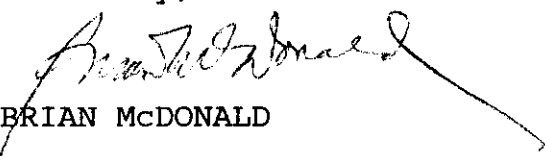
I wanted to take this opportunity to thank you for the excellent training session that you gave me in your five-day course last November. I was trying to think of what I could do to repay you. No, I don't want a refund of the Seminar tuition which in retrospect was reasonable, but rather since your presentation was special, I wanted to give you something back. After thinking about this, I thought that maybe this letter might be of help to introduce you to others that express interest in your course.

As background, interested persons should be aware that I have taken numerous training courses (3-hour programs, 2-day programs, and 40-hour training programs). I have given seminars and I have assisted in training at seminars. Interspersed with these trainings, I have participated as a mediator in approximately 150 matters. Because of my experience, I am aware of a mediator's need for background in principles and concepts, plus a need to know techniques that are learned through experience -- sometimes bad experience. I compliment you for the blend of lectures, written material, role-plays, and effective use of videos to keep people interested, entertained and focused on the principles of mediation.

At our session, there were recent college graduates who did not have a legal background or experience in mediation, attorneys who were seeking to learn the principles of mediation, not only to be effective mediators but to effectively represent their clients at mediation, and experienced mediators in both Family Law and other areas who are seeking to brush up and improve their skills. There was enough in your course for everyone! You are a natural-born teacher.

Thanks for everything.

Sincerely,

  
BRIAN MCDONALD

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