

March 25, 2008

Steven Rosenberg
Mediation Offices of Steven Rosenberg
775 East Blithedale Ave, Suite 363
Mill Valley, CA 94941

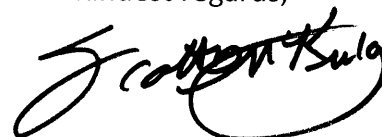
Dear Steve,

As you may be aware, your students have been engaging in voluminous and creative communications since your class ended more than a week ago. I cannot tell whether the students you selected had a propensity for this behavior or whether your program materials and guests inspired such conduct, or both. I am sad to report that many of them seem to have gotten it completely wrong. All you need to do is take a look at the email messages to confirm this conclusion.

All kidding aside, I would like to thank you for a thoughtfully structured mediation training program. I found it to be especially effective. You covered a tremendous amount of material in a short period of time—I did not feel as if anything were omitted. At the same time you found ways repeatedly to reinforce critical teaching messages, such as listening at an effective level. Your use of visual aids was fun and memorable. One of the unheralded advantages of your course is that it provided an analytical framework and language for describing what people like me have been doing for twenty years. This structure and language has helped me transition into full-time mediation with greater confidence than I would have had if I had not taken your program.

On the personal note, it was a great personal pleasure to meet you. My friend, Dick Keenan, has spoken very highly of you, as have others in the Bay Area, including Jerry Spolter, who also encouraged me to take your class. I will be sure to let them know that you exceeded their glowing recommendations.

Kindest regards,

A handwritten signature in black ink, appearing to read "Scott D. McKinlay". The signature is stylized with a large, sweeping initial "S" and a circular flourish at the end.