

# VENNER ADR

MEDIATION AND ARBITRATION  
CHARLOTTE M. VENNER, ESQ.

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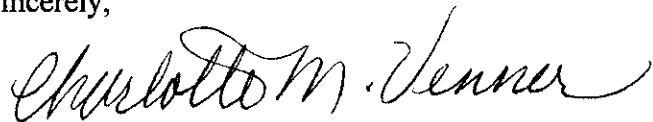
To Whom It May Concern:

It gives me great pleasure to provide a most outstanding reference for Steven Rosenberg's Mediation Training Program for Mediators. I had the pleasure of taking this course this past fall, after completing other courses also designed to train Mediators.

Steve shares the core of his extensive mediation practice experience with his students by breaking down the mediation process into the interplay of basic human dynamics. He then teaches through example, roll play, and humorous interjections, the essential set of skills a mediator needs to be effective in guiding parties to a resolution. As such the course is an invaluable training opportunity for mediators from diverse backgrounds with practices which span the spectrum from high level personal injury, wrongful death, construction defect and property damage litigation, to family law and community based matters.

Please feel free to contact me should you be interested in further discussing this highly valuable course for Mediators, and those interested in becoming Mediators.

Sincerely,



Charlotte M. Venner

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