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Steve Rosenberg  
775 East Blithedale Avenue, Suite 363  
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Dear Steve,

Having just completed your forty-hour mediation training, I am compelled to write. I learned practical, meaningful mediation skills that have enhanced my personal and professional life. As a therapist with just under twenty years of experience, I entered the training with minimal expectations: I was hoping to be entertained, needing to earn continuing education units, and wanting to explore mediation as a possibility to generate income. I continue to be amazed at the result.

Mediation skills parallel that of therapy—active listening, empathy, and the separation of thoughts from feelings are all essential. Further, one's ability to manage conflict, hold feelings, remain balanced and neutral, ask pointed questions, and maintain focus seems to impact the therapeutic and mediation hour similarly. The transition, for some, from the therapeutic stance to that of a mediator will be an easy adjustment. What seemed to make a difference for me in the training you provided was your ability to understand a therapist's experience and your genuine belief in the strength of therapeutic skills. It was the manner in which you tied the concepts together and articulated them to the group that allowed me to transfer my skill set so easily. Thank you.

I also found that you created a strength-based and open learning environment. You seem to be a master at taking each and every question, regardless of what it is, and shaping it into something that everyone could use to grow from and understand. Never once were you critical or judgmental. Your true empathy for others appeared innate. I believe this opened the group and allowed everyone to ask whatever they needed to clearly and directly. Because of the openness and safety in the group, I came away from the training with clarity of the mediation process and real, practical understanding.

I have to say I haven't laughed that much in a very long time. Your presentation style is fabulous. You structured the course so that it moved quickly throughout the day. Your use of role-play, small group exercises, didactic presentation, and video clips kept the day interesting and pleasurable. It was helpful the way that you incorporated other mediators into the role-plays as coaches; they provided a glimpse into differing styles of mediation and differing experiences.

Finally, I must comment on the extent of your generosity. I have been to a number of trainings, professional seminars, private coaches, and I have never seen anyone offer as

many resources as you have. You provided information about professional organizations, areas in mediation where new mediators are needed, personal contacts particular to the individualized needs of the group, and the opportunity to contact you in the future, should the need arise. I completed the training and left the final day with the skills and tools necessary to begin mediating. You also offered a disc loaded with every letter, agreement, and document I can imagine myself needing throughout the mediation process. This piece of your offering made this training much less overwhelming with little to no ramp up time—a very different experience than when I began private practice. What a savings of time and frustration!

If there's any way I can be of assistance to you, please don't hesitate to call. Also, if there is anyone interested in taking your course who would like to ask questions or talk about the experience, I would be happy to speak to them. Thank you again for such a positive experience.

Sincerely,



Liz Walker