

April 13, 2004

Mr. Steven Rosenberg
Mediation Offices
775 East Blithedale Avenue, Suite 363
Mill Valley, CA 94941

Dear Steve:

After describing to some of my partners and friends my experience with your mediation training, it crossed my mind that I should let you know what I have been saying. Should it suit your purpose, feel free to share this letter with prospective students or clients.

As you know from our conversations during the course, I have participated as an advocate in more than 100 mediations involving large scale claims or lawsuits. While doing so, I have met mediators all over the West Coast. As a result, I believe myself to be a relatively good judge of what it takes to be an effective mediator.

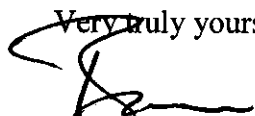
Your course taught and extolled those qualities which I have come to admire in a mediator. Using a very effective mix of lecture, demonstration and exercises, along with video and question/answer sessions, you gave the audience practical, easy to understand, and credible advice. While the course materials were also very helpful, it is you who makes the course so beneficial.

Your sincere belief in the mediation process, and the importance of the parties' involvement in the process came through loud and clear. I was impressed by the fact that while you understand and can teach mediation theory, you also understand "real world" practicalities and the need to be flexible in your approach to both mediating and teaching.

I highly recommend your course for anyone who is involved in matters which need mediation, whether it be in the legal arena, in the workplace, at home or otherwise. The knowledge assimilated in your course can be put to work immediately and often in many ways.

You should be very proud.

Very truly yours,



W. Bruce Wold
Sedgwick, Detert, Moran & Arnold LLP
WBW/mmr

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