

## PARTICIPANT TESTIMONIALS

- “I valued the diversity of the participants (from all walks of life), the focus on community empowerment, and the comfortable and encouraging learning environment you provided. It’s nice to be reassured that “we all make mistakes,” though I hope I never make any!”
- “Thank you for accommodating me and making the classes as accessible as possible. You were all terrific. I felt very supported and encouraged. The combination of being partially blind, partially hearing impaired *and* learning new material is always a challenge. You all get gold stars!”
- “Your training was so wonderful! For instance, when we learned and practiced active listening, we used real life scenarios from previous mediations. The trainers demonstrated the techniques and we were able to practice them until we got them right. I valued having the instructors coming around to each role play group to coach us.”
- “Your trainers and coaches are excellent. They really know how to simplify and clarify all the different things necessary to become a good mediator. I found it so helpful to always have someone available to help me personally. I liked how each trainer had his or her own style, not just some “cookie cutter” approach to mediation. I look forward to developing MY own style. Thank you!”
- “I appreciated the numerous role plays we experienced both as participants and observers. They were valuable for me because I usually do not like them because they make me so uncomfortable. The trainers never criticized and had so much patience.”
- “How do your trainers do it? Our training group was really diverse with different learning styles. By the end of the second day, I really noticed how everyone’s skill level improved. I surprised myself by how much I learned about mediating by working with the other trainees. I learned how to work as a part of a group and how important it is to support each other.”
- “I got great feedback from the trainers and coaches. We had different teams of instructors and each team combined a variety of experiences, personalities, backgrounds and skills. Yours is a great way of doing trainings!”
- “I received a lot of relevant and important pieces of information and how to apply them as a mediator. In the middle of one discussion, I suddenly realized that the technique we were discussing would be a perfect one to use with a co-worker I had issues with. The next day I tried it and it worked! Though things at work still aren’t perfect, they’re vastly improved.”