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March 27, 2014

Steve Rosenberg  
Mediation Offices of Steven Rosenberg  
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Steve,  
The mediation training (40 hours) I took from you this month was stellar, one of the best trainings I have attended (of many over many years).

Your training contained a tremendous amount of valuable information. I found you to be dynamic and magnetic presenter, utilizing lecture, Q-and-A/class interaction, much humor, multimedia, and vulnerable sharing of your own experiences.

Your lively lectures were made more engaging with how you included frequent and effective live writing on an easel pad, helpful and abundant printed support materials, and entertaining, on-target, and relevant images on screen (including your clever selection of movie clips, PowerPoint slides, comic panels, and captioned photos). The result was a powerful and robust mix of information presentation styles conveying the wisdom and pragmatic guidance of the course.

I appreciated that you employed a balanced blend of hard information, examples and stories, first-person case histories from you own long legal and mediation career, and, most importantly, copious interactivity and experiential exercises. Your course was replete with role-playing, all well-structured and executed extremely smoothly and engagingly, and the guest mediator professionals as additional observers/coaches was an unexpected, substantial benefit.

A particularly effective aspect of your style is your lack of arrogance while you, still, embody appropriate confidence in your skills, knowledge and ability to provide significant learning. This humility comes out as you listen attentively and with curiosity as course participants offer opposing ideas that might contradict your views, material, or recommended methods. In real-time you took in these comments and reflections from the very experienced and much-informed course attendees (primarily lawyers with their own extensive experience in mediations, some who are working mediators), and you

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thoughtfully considered these other approaches and options you heard in these class discussions.

I was so pleased you covered so many pragmatic concerns, such as paperwork, billing, time management, marketing and career development, and other real-world concerns. While your training focused most on the mediation process, we course participants were very appreciative of the inclusion of these practical issues.

Thank you for your in-depth preparation to produce such a rich, strong course experience.

Best regards,

A handwritten signature in black ink, appearing to read "Miles Hurwitz". The signature is written in a cursive style with a long horizontal line extending to the right.

Miles Hurwitz