

The Mediation Agency

The following are a list of professional people who have been taught by our organization.

Please feel free to contact each and any of them for further information.

Frank Hanna and Nancy Peterson

The Mediation Agency

Phone: 0844 478 0060 or 01624 830024 Fax: 0161 880 0375

E-mail: info@mediationagency.com ~ Website: www.mediationagency.com



OWENS & PERKINS, P.C.
Attorneys at Law

C. D. Owens, Jr.
Michelle J. Perkins

Blake E. Whiteman
Alona M. Gottfried
Kaine R. Fisher
Jonnie Jennings-Fairley*
*Admitted only in Florida

October 29, 2007

To Whom It May Concern:

I am writing to recommend Frank Hanna, D.Med both as a mediator and a mediation instructor. I first met Frank Hanna in 2000 when he was the mediator appointed by the Equal Employment Opportunity Commissioner case in which I was representing the Plaintiff. Subsequently, he mediated in several other cases in which I was also involved. I found him to be an intuitive and very talented mediator.

Mr Hanna's skill as a mediator made him the natural choice as a mediation instructor for me when I decided I wanted to pursue a career as a mediator. I took one of his mediation courses in Mesa, Arizona in 2001. He was very informative and engaging instructor. His students learned much from his many years of experience and his comprehensive manual. I left the course confident to mediate.

In fact, the skills Mr. Hanna imparted to me have had a profound effect on my career. I am now a professional mediator, in addition to being an attorney at law. Further, in 2004, the Maricopa County Superior Court selected me as a Judge *Pro Tem* to help manage settlement conferences, a task I continue to the present. My success as a Judge Pro Tem is a direct result of the training I received.

If you need further information, please do not hesitate to contact me.

Very truly yours,

Alona M. Gottfried
OWENS & PERKINS, P. C.

AMG: mtf

Law Office Plaza
7322 East Thomas Road, Scottsdale, Arizona 85251-7216
Telephone: (480) 994-8824 ♦ Facsimile: (480) 941-2215

DAVID J. DAMRON

A LIMITED LIABILITY COMPANY

3104 EAST CAMELBACK ROAD
NUMBER 821
PHOENIX, ARIZONA 85016

DAVID J. DAMRON
TELEPHONE 602-476-1836
FACSIMILE 602-476-2720
DAVID@DAMRONADR.COM

November 5, 2007

Re: Dr. Frank Hanna

To Whom It May Concern::

I appreciate the opportunity to give a reference for Frank Hanna as trainer and educator of mediators and neutrals. I am a full time mediator and neutral. I served as a civil trial attorney for 32 years and for over 20 of those years, I served as a Director and ultimately, Managing Director of one of the largest firms in Phoenix, Arizona in the United States. I have also served for many years as a Judge *pro tempore* for the Maricopa County Superior Court.

I first met Mr. Hanna in approximately 1997 at a workshop for mediators and neutrals at the Straus Institute for Dispute Resolution located at the Pepperdine University School of Law in California. We struck up a friendship and when I learned that Frank was teaching a 40 hour certified training course for mediators, I signed on to see his training skills first hand. The techniques and experience that Frank brings to the training of mediators is outstanding. He has an ability to capture the attention of students and hold them through the both the lecture portions of the program as well as the interactive sessions with the students.

In the almost 10 years since I first witnessed his teaching prowess, I have stayed in contact with Frank and had the privilege to review many of the materials he has written and prepared to further the educational goals of his students. Frank's knowledge and experience in mediation and conflict resolution is virtually unparalleled. A very small part can be found in his book *Conflict Resolution and Mediation in the Real World*. One could not hope for a better teacher of mediation and neutral skills than Frank Hanna.

Very truly yours,



David J. Damron

KELLY G. BLACK
JARED E. EVERTON
ROGER R. FOOTE
MARK W. HAWKINS
ERIC M. JACKSON†
ERIC K. MACDONALD
PATRICIA A. MANCABELLI‡
WILLIAM J. MONAHAN‡
MICHAEL R. PRUITT

†Also Licensed in Utah

‡ Certified Specialist
Injury and Wrongful Death Litigation

JACKSON WHITE
ATTORNEYS AT LAW
A Professional Corporation

BOBBIE J. RASMUSSON**
MELODY K. SEAL
MARK A. SHIELDS
OTTO S. SHILL, III*
JAMES L. TANNER
J. GRANT WALKER
BRADLEY D. WEECH
DAVID L. WEED
RICHARD A. WHITE

*Also Licensed in Texas

‡Also Licensed in New York

**Also Licensed in South Dakota

February 26, 2004

To Whom It May Concern:

Re: *Frank Hanna*

I am an Arizona attorney with fifteen years of legal experience. I first met Frank Hanna when he mediated an employment dispute in which I represented one of the parties. I was impressed by his patience, creativity, people skills, and ability to focus on the legal and psychological issues of the case. He is an effective mediator and I have recommended him to fellow attorneys many times.

I have also attended Frank's 40 hour mediation course. I have had the opportunity to mediate disputes, and to further apply the mediation skills I learned in the conflicts that occur nearly every day in my law practice. Not only is Frank a talented mediator, but a talented instructor as well. His class is full of practical applications, with never a dull moment. The course changed the way I look at conflict and changed my reaction to it. I whole heartedly recommend Frank as a mediation instructor.

Very truly yours,



Bobbie J. Rasmusson

To whom this may concern:

Re: Mediation Course Taught by Frank Hanna

January, 2003

I am a professional Manager for one of the largest cities in Arizona. The City of Mesa has been my public service for the past 24 years. During those years I have taken a large number of training courses, seminars and workshops. Some have focused on conflict management and communication.

For years I had been very uncomfortable with 'conflict' not only in the work place but also in my family: until I participated and completed the 40 hour Mediation Course taught by Frank Hanna. About half way through the course I realized I was using the principals and methods I was learning in the class as I went through my family and work life.

The course has giving me the insight, confidence and understanding of conflict as a necessary part of life and not to avoid it but to confront it. The tools I received from Frank's class are unbelievable because they actually work.

I have the highest admiration for Frank Hanna and his passion for spreading his unique and powerful message and practice of Mediation. Frank's course is absolutely unique and produces immediate results. It has changed my life for the better because I no longer run from conflict.

I strongly recommend Frank Hanna as the best Mediation curriculum available today in the most cost effective package for people from all walks of life. It is a 'life changer' that contributes to a much better world. Please feel free to contact me if you require further information.



Bob White
District Administrator
City of Mesa
6945 E. Decatur Street
Mesa, AZ 85207

Bob.white@cityofmesa.org 480.644.2198



February 24, 2004

To Whom It May Concern:

I am a graduate of the Mediation & Dispute Resolution Training program taught by Frank Hanna April 21-May 3, 2003. Frank has an innate ability to make what might otherwise be considered pretty dry material quite fascinating. He is well organized, thorough, and entertaining, yet still able to emphasize his points in a manner that gives his students an understanding of the importance of each to the process.

After 38 years in banking, 22 of those in human resources, I often find it difficult to sit through extensive training as I am used to working in a very fast-paced environment. Frank was able to make this material not only interesting but also very hands-on with daily role playing, to the point that I am equally as comfortable mediating a real-life case as I was in classroom mediations. I was never once bored, and I enjoyed every one of the 40 hours I spent in his program.

It is my pleasure to recommend Frank Hanna as both an instructor and mentor. He is truly passionate about the subject of mediation and brings a high level of energy and expertise to his training.

Sincerely,

A handwritten signature in black ink that reads 'Susan Andrews'. The signature is fluid and cursive, with a large initial 'S'.

Susan Andrews
Senior Vice President
Director of Human Resources

/sa



265 SOUTH STREET, SUITE B • SAN LUIS OBISPO, CALIFORNIA 93401
805.549.0442 FAX 805.549.0654 • WWW.CREATIVEMEDIATION.ORG

February 17, 2004

To Whom It May Concern:

Frank Hanna is among the most influential teachers of mediation and conflict resolution theory and practice. I took Mr. Hanna's basic mediation course in January of 2001 and it has served as a springboard to a broader career in dispute resolution. Not only did his unique curriculum and training delivery help me to develop the practical skills of a successful mediator, it gave me the confidence to put those skills to use immediately after the course.

Over the years I have seen countless trainers and practitioners in the field of Alternative Dispute Resolution. Frank Hanna's grasp of the subject and his ability to communicate those insights continue to set him apart from the rest.

Jesse Sostrin
Chief Executive Officer

A handwritten signature in blue ink, appearing to read 'Jesse Sostrin', with a long horizontal flourish extending to the right.

THE WATKIN
LAW OFFICE

14362 N. Frank Lloyd Wright Blvd., Suite 1000 • Scottsdale, Arizona 85260-8842
Ph: 480.281.3838 • Fax: 480.452.0366

March 2, 2004

Frank Hanna, Esq.
16220 E Balsam drive
Fountain Hills, AZ 85268

Re: Mediation Training

Dear Frank:

I am flattered and honored to attest to the value your mediation training has been to me, both professionally and personally. The skills and techniques you brought to the classroom were as creative as they were critical. But it was your unique methods of teaching me to first find, and then maintain *true neutrality* that left the greatest impression. I apply those methods in my professional and personal life on a daily basis.

I have practiced commercial and personal tort litigation at the highest levels now for over twenty-five years, and I have added mediation to my law practice since completion of your comprehensive program three years ago. I shall always be thankful for what you taught me, and ever appreciative of the good humor in which it was taught.

Warmest personal regards,

The Watkin Law Office



Clark W. Watkin, Jr.



Understanding Through Communications

February 18, 2004

Stephen Maggs
Conflict Solutions, LLC
1760 E Amber Ct.,
Gilbert, AZ 85296

Re: Frank Hanna

Having taken the 40 hour Mediation and Conflict Resolution training course from Frank Hanna and participating in or observing other mediation training classes, I will say, without hesitation that Frank Hanna's class is a "best of breed" class.

I took the mediation class because I was looking for help in dealing with difficult people from homeowner associations. I did not know anything about mediation. I was expecting the typical lecture and listen evening class. That could not have been further from the truth. Instead of learning about mediation, I learned to be a mediator and yes there is a difference.

Frank has a captivating approach to teaching. There is never a dull moment in his classes. His classes are a combination of lecture, stories, practical exercises and practice, practice, practice. Frank's approach to mediation is more of an art that it is a science. Frank has a passion for mediation that always shows in his teaching.

I would recommend that anyone considering the field of mediation must take their Mediation and Conflict Resolution training from Frank Hanna.

Please do not hesitate to contact me for any further information.

Yours Truly

A handwritten signature in black ink that reads 'S Maggs' with a stylized flourish at the end.

Stephen Maggs
Principal

LAW OFFICES
SANDERS & PARKS

PROFESSIONAL CORPORATION

1300 Abacus Towers
3030 North Third Street
Phoenix, Arizona 85012-3099
Main Telephone 602-532-5600

David J. Damron
Writer's Direct Telephone 602-532-5763
Writer's Direct Facsimile 602-230-5028
David.Damron@SandersParks.com

February 19, 2004

To Whom It May Concern:

Re: Frank Hanna

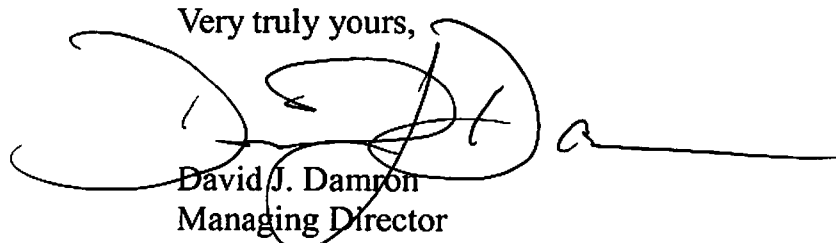
This is to unreservedly recommend Frank Hanna as a teacher and provider of mediation skills. I have been doing mediations and judicial settlement conferences for over 25 years and acting as a mediator for at least 15 years.

I met Frank Hanna when he and I were both attending the Straus Institute for Dispute Resolution at Pepperdine School of Law. At that time Frank told me about his work as a teacher of mediation and alternative dispute resolution. I then followed up and took the 40 hour mediator certification course offered by Frank's company, Merge Consultants. I can say without hesitation that Frank's methods of teaching mediation and his utilization of practice scenarios taught me more about the skills needed and issues raised in the practice of mediation and alternative dispute resolution than any other source.

Frank has a style that is charming, captivating and utterly effective. His enthusiasm for the subject shines through the presentation as does the thoroughness of his preparation for the classes he teaches.

If I can provide any further help or information, I would be more than happy to do so.

Very truly yours,

A handwritten signature in black ink, appearing to be 'David J. Damron', written over a printed name and title. The signature is stylized and includes a long horizontal line extending to the right.

David J. Damron
Managing Director

DJD/dlm

February 16, 2004

To Whom It May Concern:

I have been practicing law for 15 years now. In fact, I have been a trial attorney for 14 of those years and have litigated literally hundreds of cases. When I recently decided to attend Frank Hanna's mediation course, I thought I would be lucky to take away a few variations or nuances of skills I already had mastered in my career. I must say that I was awakened to the usefulness of mediation. I was blinded by my myopic view of controversy, as a trial attorney. My only mechanism for resolving disputes was to "sue the bastards".

Frank Hanna's course was enlightening. I now know the benefit of mediation as a way of resolving controversy. He has taught me a skill that I now use in my practice, in fact also in my personal life, that facilitates mutual understanding and satisfaction. It has enhanced every area of my practice and I sincerely thank him for sharing his knowledge.

Sincerely,

FULLER LAW OFFICE, P.L.C.



David R. Fuller
Attorney at Law

DRF/df



U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION
Phoenix District Office

3300 N. Central Avenue, Suite 690
Phoenix, AZ 85012-2504
(602) 640-5000
TTY (602) 640-5072
FAX (602) 640-5071

June 2, 2003

Mr. Frank Hanna
Merge Consultants
16220 East Balsam Drive
Fountain Hills, Arizona 85268

Dear Mr. Hanna:

The mediation staff and I are pleased to take this opportunity to acknowledge your exceptional work as a contract mediator. Your expertise has been put to the challenge on many occasions, with some very complex employment discrimination cases. You have successfully mediated the full range of discrimination cases, including allegations of sexual harassment, disability discrimination, national origin and religion discrimination, as well as age discrimination cases. Your ability to establish credibility and trust with the parties are strong contributing factors to your success. You are also creative in the use of various mediation techniques and you encourage the parties to generate many possible resolutions from which one can be accepted by the parties. Finally, your commitment and respect for the mediation process is clearly demonstrated by the manner in which you apply the highest degree of integrity and quality to your work as a mediator and a teacher.

All of us here at EEOC have the highest regard for your professionalism and dedication to the mediation process and we are very pleased that you are working for us as a contract mediator.

Sincerely,

A handwritten signature in black ink that reads "Charles D. Burtner". The signature is fluid and cursive, with the first name being the most prominent.

Charles D. Burtner
District Director