

**The following are comments from mediators who have completed our course of study.**

I've never been more captivated by a course before in all of my years of attending training. The material could not have been communicated more effectively than the manner in which Frank and Nancy did. Terrific job, thanks so much.

**Patty King, City of Mesa**

Kudos! What a pleasure and honour to be able to attend. We need to get every supervisor and manager in Mesa through at least a one-day session. The content and way of teaching was excellent.

**Laurie Goggin, City of Mesa**

I've been in countless seminars and accredited classes and have never felt that I've learned more in any class.

**Liz Cassavaugh, City of Mesa**

"How beneficial and/or applicable are the skills that this training provides?" Critical. No other word for it... Excellent training all the way around. It will build skills and strengths that I need in my daily work, not to mention a formal mediation.

**Denny Haywood, City of Mesa**

There is no way your fee can compensate you for the seeds of talent you have sown... I sincerely value what you have taught, and respect your mission to create solutions from difficult situations.

**Paul Czohara, City of Mesa**

The course was a great blend of humour and seriousness, role-playing and lecturing. I also appreciated the positive, personal feedback. I feel thoroughly prepared to begin gaining experience.

**Barbara Adams, City of Mesa**

...the Frank and Nancy show (was) great!!!

**Richard Delgado, City of Mesa**

Great course. Both Frank and Nancy were excellent instructors. You both made the class fun and exciting.

**Joe Hernandez, City of Mesa**

The relaxed, open and often humorous approach of the instructors “made” the class. Great job. Thanks to both of you.

**Howard Davies, City of Mesa**

Excellent, excellent job. You quickly brought 20 people into a relaxed state of mind that made the training very enjoyable. The scenarios really stretched each participant but really made the difference in reinforcing the skills and techniques that mediation involves.

**Patricia Sorensen, City of Mesa**

The instructors work well together, they complement each other and their knowledge and experience is what makes this course very interesting. Very beneficial, the skills are very important.

**Cynthia Garza, City of Mesa**

I usually don't care for role-playing and group activities—you made them fun and applicable. I think these are great skills for dealing with people—family, friends and co-workers.

**Kathy Bareiss, City of Mesa**

I think this is the first training I've been in where you practice real-life situations. I've already had the opportunity to apply (mediation techniques) at my work.

**Bob Chambers, City of Mesa**

The ambitions of the trainer pays off: through this skill we learned useful and sophisticated techniques to identify interests, explore options, break impasse and reach agreement. Empowering and enjoyable.

**Liz Barron**

I had withdrawal symptoms on Sunday and Monday—couldn't wait to resume on Tuesday. I would strongly recommend the course to anybody who is interested in becoming a mediator or just learning more about themselves... The instructors worked so well together!

**Kieron O'Farrell**

Excellent!

**Thomas Vivaldelli**

I'm so glad that I did this! I learned a lot...a lot of new tools to use in mediation and in daily life.

**Donna Cantú**

I really loved this class. I'm sorry it's over. I would recommend this class highly and I am thankful that I had the opportunity to participate in it.

**Heather Stewart, Esq.**

A thoroughly enjoyable and informative course. The instructors' humour and teamwork made it a great learning environment. I was excited to come to class each day!

**Kim Silva**

Very good, thanks! The role-plays were great.

**Randy Lineberger, Mesa PD**

Excellent course. The role-plays allowed us to be involved at all times during the mediations.

**Lisa Andrews, Mesa PD**

Excellent pairing of Sam and Frank. Your work experience was extremely valuable. Thank you for sharing your knowledge... I leave here feeling that I have tools to utilise in my personal and work life.

**Melba Vivaldelli**

Both instructors are great, natural teachers. The course exceeded all my expectations. I learned a great deal that I can use in my life, even if I never mediate officially.

**Kevin Uliassi**

This is a great course—well constructed, good presentation and lively...you both made it fun and interesting. Hats off to you and thanks!

**Louise Sheffield, Esq.**

I enjoyed the instructors' style of teaching, and the use of real world examples to illustrate concepts. This course was exceptional.

**Anthony Lythgoe**

Both instructors did awesome work. ...I was really confident in mediating on my own. I would recommend this course with these instructors to anyone.

**Phillip J. Thomas**

I was very pleased with the course and the skills I have acquired in mediation. I would highly recommend this course to anyone who seriously wants to learn mediation skills.

**Dr. Steven Cooner**

I've learned so much and both of you were amazing. I really enjoyed it.

**Audrey Walker**

It was a great learning experience and I am much more excited about becoming a mediator than ever. I learned a lot about myself and my style...

**Dorothy Bloom**

This course really expanded my knowledge of what mediation practice should be and what the process to go through should be to have a successful mediation.

**Karen Lockhart**

The best hands-on instruction I have had! I have been working with gang mediations and conflict resolution for eight years and I didn't know how much I had to learn. Thanks for an over-the-top experience in learning.

**Mary Sennett, Mesa PD**

Brilliant! I was engrossed the whole time...I don't want the course to end. Sam and Frank make a great team.

**Deirdre Almendarez**

This course was excellent. My impression of conflict resolution has always been "determine fault and fix problem." This course taught me that it is more important to allow parties to fix their own problems. I learned how important listening skills are with problem resolution. Most importantly, I see problems as opportunities now!

**Commander Les Portee, City of Mesa PD**

The sharing of actual cases and the role-plays have been invaluable. Both (Frank and Nancy) are positive and great masters of their craft...and create a level of excitement, confidence and desire to succeed in those they teach.

**Fred Cohen**

Three weeks ago I literally had no idea what mediation was, at all. Today, I honestly feel prepared to go out and mediate ...I am really satisfied with the skills I've acquired in such a short period of time.

**Officer David Meicke, Mesa PD**

Fantastic course! The instruction, scenarios and materials were all first rate. I recommend you highly.

**David Damron, Esq.**

Frank and Nancy are a perfect team. Breadth of experience, sense of humour, willingness to share learning (successes and failures), ability to praise and encourage all made for a comfortable and worthwhile class.

**Tim Hedger**

I appreciated that the practice was based on real events.

**Martin Jones**

Course leaders who are practicing what they preach are invaluable in the learning process—you are both very knowledgeable. Your generous praise was very motivating! Thanks!

**Janet McCall Bickley**

Entertaining and refreshing. A well-organised and presented mediation course. Highly recommended. Presenters are very helpful and caring.

**Joseph Tornick**

Frank and Nancy immediately made you feel comfortable. This new knowledge will assist in my personal life as well as professional endeavours.

**Debbie Storey**

This training is top notch.

**S. Emily Schwartz, Esq.**

I absolutely enjoyed the instructors! I have learned more about myself and my capabilities than I have in any other training.

**Marcella Garcia, City of Mesa PD**

The team effort between Frank and Nancy worked very well. Excellent and very applicable not just for mediation but for day-to-day conflict resolution and personnel management.

**Garret Olson, City of Mesa**

I have been in so much training this past year and thought I was "trained out"...but this class was so interesting, so well taught, and so much fun that I looked forward to coming each day. I'm completely impressed with Frank and Nancy---the anecdotal info will stay with me and keep me focused on the goal. There were many teachable moments that let the "Ah-ha!" happen instead of telling us what to expect. Great experiential learning. Thanks for everything.

**Kelly Walsh, City of Mesa**

The confidence the instructors showed in the students in this class from the beginning empowered all of us to learn quickly and realise the ways we already mediate in our jobs and families. Frank honed our skills and showed all of us how to have win-win situations.

**Julie Yu, City of Mesa**

Frank and Nancy were excellent instructors. I am looking forward to using this class "on the street" as a police officer as well as in mediations. Thank you.

**Terry Huggans, City of Mesa PD**

Highly recommend this great course for all supervisors and future supervisors. All law enforcement, and any enforcement employees, should attend with annual refreshers. Although this is a very difficult course to teach in my opinion, I feel the instructors' humour, wit and command of this topic are essential to classroom learning and applications.

**Selmon Robinson, City of Mesa**

This is a very helpful course. Frank and Nancy, you did a very good job helping me understand mediation and how to use it...and how to look at different views and uncomplicated things to move forward.

**Gilbert Rios, City of Mesa**

The scenarios allowed us to practice and refine our mediation skills in a safe environment. The feedback from the instructors was a great benefit to the course. You both did a great job!

**Marci Husic, City of Mesa**

The instructors were charming, informative and fun.

**Bridget Grimes, City of Mesa**

Whew! What a road I've been down. All of the incredible insights and experiences the instructors, Frank and Nancy, had to offer. Both of you make mediating seem so natural. You really complement each other.

**Denise Shroyer, City of Mesa**

...Both instructors were approachable and good about complimenting participants on their successes. Thanks.

**Terri Campbell, City of Mesa**

I appreciate your hard work with our class and feel confident that I will be able to successfully mediate. Thanks to both of you.

**Amy Treathaway, City of Mesa**

You both have excellent skills and strengths that you used to present the info—very effective. I was very impressed and excited that the class involved the role-playing. Thank you for sharing your knowledge and experience with us.

**Connie Garcia, City of Mesa**

I thought the instructors and the information provided was worthwhile and very valuable.

**Dawn Savarino, City of Mesa**

This was an excellent training experience. Excellent team of trainers.

**Dan O'Dell, City of Mesa**

The "real world", "deep end" approach of role-plays and course style made for an intense, productive experience! It was great. I love mediation!

**Lisa Binder, City of Mesa**

The approach of allowing each person to find their own way of applying the principles to fit their own style and personality rather than establishing "cookie cutter" mediators is refreshing. Frank and Nancy work very well together and model for us what co-mediation is about.

**Laura Ross, City of Phoenix**

The "deep end" training which provided reality-based exposure to the actual mediation process was excellent. I learned a number of skills that will benefit me both professionally and personally. The instructors were great!

**Commander Sherry Kiyler, City of Phoenix PD**

It did help me develop confidence that I can be a mediator. A great first step into the world of mediation! I really enjoyed it.

**Diane Flatten, City of Phoenix**

The mediation training course took my perception of a very complex meeting model and provided me the "structure" to simplify the process in my mind.

**Lt. Stan Hoover, City of Phoenix PD**

Unlike many intensive training courses I've attended, this one was able to keep my attention and interest from start to finish. Your experience as mediators (and passion for it) made it easy to learn.

**Cathleen Gleason, City of Phoenix**

This teaching was refreshing and the approach was very fulfilling to the student.

**Janie Sue Bailey, City of Phoenix**

Most beneficial was skill building and confidence building. I am so very impressed with your mediation skills, training style and sensitivity to us all individually and as a group. Your competence and kindness were ever-present. Thanks for a great experience.

**Ronnie Costa, City of Phoenix**

I appreciate the individual attention the instructors paid to the participants. I have much more confidence that I can be a competent, fair and well-rounded mediator.

**Barbara Kellogg, City of Phoenix**

The keys to this very intense training were you two—Sam and Frank. You made a very difficult and serious subject lighter and fun to learn. Your backgrounds and personalities—the way the two of you feed off each other—is remarkable. Thanks so very much. Keep up the outstanding work!

**Karren Ford, City of Phoenix**

This was one of most challenging experiences I've ever been through. Challenging, but rewarding.

**Nancy Matus, City of Phoenix**

My mind was expanded. The course was a success and I will be a successful mediator. Thank you, Sam and Frank.

**Bob Davis, City of Phoenix**

Outstanding and eye opening. Impeccable!

**Rev. Tom Vasiliow, Glendale**

The class was great and the format was very conducive to learning. It was phenomenal!

**Sandra Price, Esq., Phoenix**

This has been an enlightening, entertaining and challenging experience. Frank Hanna is a delightful instructor.

**Craig Mills, Phoenix**

Frank challenges and inspires us to apply our new knowledge in all types of situations. I am now convinced that anyone can learn how to do it [mediate] given the proper tools and a gifted instructor.

**Sandra McGeorge, Queen Creek**

Frank's teaching style challenges his students to "think" as mediators. The class is informative and thought provoking.

**Rev. Diane Garcia-Dotson, Ph.D., Gilbert**

This class has stretched my mind and challenged me in a dozen ways. I will find this an asset in my work from here on.

**Sue Drury, Ph.D., Phoenix**

I was impressed by the class. It was very well organised and the mediation exercises were quite helpful – the best way to learn is to do actual mediations.

**Bill Wilder, Esq., Scottsdale**

The course has been an outstanding learning experience. Helped me learn to think "out of the box."

**Michelle Stegg, Gilbert**

This class was great! It was offered with a great deal of passion, patience and knowledge along with a good sense of humour.

**Lise Hammond, Scottsdale**

I enjoyed it. One of the best teaching formats I've seen.

**Linda Fincher, Prescott**

Class instruction was fun and interesting. Many sessions went overtime because we were all so involved and didn't want to stop. Great course and great people.

**Joy Smith, Phoenix**

I found every aspect of this course highly educational and thought provoking. Despite my years as a practicing trial attorney, this course quickly showed me how much I did not know about mediation – then quickly taught me what I needed to become a more effective mediator.

**Clark Watkin, Esq., Scottsdale**

Mr. Hanna is one of the most engaging and gifted instructors I have known. The information he presents is comprehensive and clearly taught. Most importantly, though, he models the skills he teaches in the way he relates to the class and to us individually. It has been a pleasure and a privilege to be a student and participate in this class.

**Heather Batzli, Gilbert**

This has been a fascinating presentation of techniques that can enhance real-life relationships. Whoever assembled the participants in the class did an admirable job.

**Leta Searcy, Phoenix**

This was a great class. Very informative. It taught me a lot of new skills that I look forward to applying. Frank is an excellent teacher and I look forward to taking additional classes from him.

**Stephen Urie, Higley**

Frank is a gifted teacher.

**Laurie Coe, Tempe**

Excellent, high quality class. Frank made an effort to get to know each student. (This doesn't happen very often when taking a class.) Thank you Frank, thank you SVNLC and thank you Solve It!. I will always treasure this class experience.

**Anon.**

The knowledge and integrity Mr. Hanna brings to the class is the most positive aspect of the learning which ensues. His expertise, humour and down-to-earth, real-life examples made the learning process challenging but not daunting. This is a class that, if attended by more community leaders and others of influence, would soon make a positive difference in how we treat each other. Any group or individual person with a commitment to helping will benefit from the time spent learning and using these techniques.

**Vicki Treciak, SPHR, Sun Lakes**

The course was very effective at introducing basic mediation. Frank is sincere and humble, which resulted in a learning/growing environment. I feel confident.

**Jesse Sostrin, Phoenix**

I took mediation classes (two) in grad school (one semester each) and have learned more about effective mediation through these past 4 weeks than I ever learned previously.

**Margaret Robertson, Phoenix**

This was an excellent course, very informative.

**Christine Ference, Gilbert**

This class has been a pleasure and an inspiration – I am anxious to get out there and use my skills! I will definitely never get tired of listening to Frank’s presentation!

**Betsy Tidwell, Chandler**

I consider my time to have been well spent. My communicating skills have improved through the tools taught by Mr. Hanna – listening and asking questions.

**Bill Treckiak, Sun Lakes**

There has to be a better way in our world of stress and litigation. This mediation class applies to everyday life and relationships. I will be using it for far more than formal mediations. It is a better way. Thank you, Frank, for putting people first in mediation.

**Barbara Sparks, SVNLC, Gilbert**

Frank's passion for mediation shines through his teaching. His wealth of expertise, together with his easy presentation style, make this class an enjoyable and stimulating place to be.

**Sheelagh Flanagan, Psychologist/Psychotherapist, Dublin, Ireland**