

“Very enjoyable, intense course with great people...” ~ Louise Furniss, Douglas, Isle of Man

“...I was already interested in mediation and could see the potential benefits, and the course has confirmed my feelings.” ~ Sarah Flack, Peel, Isle of Man

“Really enjoyed the content of the course. The Nancy & Frank team, the humour, the group experience, the manual, the venue...the learning experience has been a marvelous experience. I feel I can, and will, face situations in my work / workplace with a new found confidence as I internalize the information and skills given to me this week.” ~ Pam Law, Bangor, N. Ireland

“...intellectual challenge to learn about body language, asking questions, neutrality, differing perspectives. ...a great team.” ~ Bill Platt, Onchan, Isle of Man

“Thank you for pioneering mediation in such a high-class / quality way via (instructor’s experience) Harvard / Pepperdine / Arizona / New York and providing us with this golden opportunity to benefit...” ~ Dr. Ephrem Bogues, N.Ireland

“I am grateful for the opportunity to promote mediation through the professional training offered by Frank and Nancy.” ~ Wendy Megson, Douglas, Isle of Man

“A high-concept, high-impact training course led by two trainers of the highest integrity, talent and humanity.” ~ Michael Appleton, N.Ireland

“Lots of different types of role plays...enabled me to have confidence to be more flexible in my approach which I hope will make mediation more acceptable to my clients.” ~ Sally Bolton, Douglas, Isle of Man

“I have learnt a lot about myself during this course and look forward to noticing the transformation in the coming weeks and months. I want to thank you both for such a fantastic course—you complement each other beautifully.” ~ Christine Brahde, Douglas, Isle of Man

“You are both very committed in your belief in mediation and you certainly put that across. You were both very enthusiastic and that was great...I now realize that I am a more important and valuable person than I perhaps first thought. My self confidence has been boosted.” ~ Peter Carling, Ballaugh, Isle of Man

“I enjoyed every aspect of the course. Very illuminating. It challenged perceptions of how justice is achieved in the community and workplace.” ~ Tristram Llewellyn Jones, Maughold, Isle of Man

“The course was intensive and at time exhausting. It went to the root of the subject...” ~ Clare Faulds, Douglas, Isle of Man

I think you both know how much this has meant to me...I have been taught so much and you have given me so much support, that I finally have confidence in myself that I never had before. The two of you are truly a credit to mankind and humanity...you changed my life! Thank you so much you have given me a future. ~ Rob Andrew, London, England

This has been the best course I have attended ever! The instruction was very detailed and delivered in a very enthusiastic manner. It was obvious that Frank and Nancy have a real passion for mediation and I feel honoured to have been able to participate within this class. Thanks to you both. ~ S. Piazza, Kettering, England

...Frank and Nancy are premier at what they do, the learning experiences are extraordinary and the "A-HA's" are numerous...I think I am launching a new career! ~ Kelly Walsh, N. Carolina, USA

I have taken a few mediation training courses. None have prepared me as this course has to immediately apply the tools of my profession. One goes from saying 'I think I could do this' to 'I feel comfortable I can mediate.' ~ Beverly Owen, PhD. Professional Mediator, Scottsdale, Arizona

I found the course fascinating. I would like to one day study and/or practice mediation professionally. I am now convinced that it is a valuable skill and a great alternative to litigation. ~ Skye Mercer, Human Resources, Scottsdale, Arizona

I can't tell you how much I've learned and how thankful I am to have been trained by you guys! I can't wait to start volunteering so I can be as good as a mediator as I hope to be. Thank you! You guys are the best!! ~ Heather L Keppen

Thank you for the opportunity to expand my skills. I hope soon to polish the skills I have learned in this course to proceed to the next level. ...I will always remember the tools we have learned and the jovial personality of Frank. ~ Kate Garcia

... I have used many techniques over the last 7 or 8 days already. I know I have become a better listener & thanks to Nancy a more compassionate person. I think Frank is a fabulous instructor - I truly enjoyed every minute. I finally met a "true" Irishman! All my best & thanks for everything - especially your kindness and humor. ~ Janet O'Leary

I think the course was great! For me, it was a life changing experience. ~ Clayton Hopkins

A pleasure, as always! (This was Kimberly's second time to have taken our 40-hour course) Great as a refresher course. Nancy & Frank are a great teaching team. Styles are different but very complimentary. ~ Kimberly Silva

This mediation class was the absolute best learning experience I have ever had.[The instructors] are not only excellent mediators but excellent teachers as well. Their knowledge and experience were an invaluable part of the class and enhanced the effectiveness of the course. I have the utmost respect for both of them and only hope that I can utilize even a small amount of their superior mediating skills. ~ Sarah Leong

A real confidence builder with focus on "real world" solutions taught by extremely competent and committed instructors. ~ Gerald (Jerry) Laurie

I enjoyed this course tremendously. I can apply the skills I learned tomorrow and everyday in conflict and in my law practice. Many thanks to Frank.... ~ Bobbie J. Rasmusson, Esq.

Fascinating...opens up a new career...enjoyable... thoughtprovoking...humourous! Totally worthwhile - time and money well spent! ~ Mary Clement Esq.

This is an excellent course for becoming a mediator - but also just to understand a little more about people, conflict, resolutions and life. ~ Janet Navarre

Outstanding course! Well worth the time, money and energy invested! [The instructors]...truly masters and exceptional teachers in the art of mediation. Thank you both for a terrific experience! ~ Victoria Crawford

Excellent training for everyone, especially managers who deal with problem solving and conflict resolution on a daily or weekly basis...beneficial for everyday life for anyone. ...I enjoyed the experience and hope to attend any future training with you. ~ Karen Wolf

This class has offered the opportunity to expand my current working knowledge. The information can be used at the time in which it was learned. The most important part of the training is to be your self...threat others with respect, and enjoy the idea that you are helping others to help themselves. ~ Tonya Mathews

This training program has been filled with priceless experiences. ...kept me on my toes throughout the entire two week training program. As a result of this training, I feel confident to serve as a mediator for the Arizona court system. !~ Monica Beal

Frank and Nancy, thank you very much for this opportunity. I will never forget the experience and will always be grateful. I plan to continue this and with your help, go even further. Thank you so much, the experience was more than I expected. ~ Geri Bechamp

The possibilities for application of these skills are almost unlimited. My interest in seeing its theory and concept applied in the Spanish speaking community has begun to fascinate me... new beginning! ~ Manuel V. Cisneros

It is clearly the most powerful learning experience I have ever had. The passion from Frank and Nancy was so wonderful. ~ Robert White,

This course has provided me with a set of tools that will parlay one of the most important roles in dealing with employees, management and family-resolution of disputes. I enjoyed every moment of the course. ~ Carol Smith

...I left the course wanting to enter the field of mediation and feeling as though I sat at the feet of two master mediators. Thank you Frank and Nancy. ~ Libby Williams

Excellent training with opportunities to experience emotional conflict and the resolution thereof. Removes or alleviates my fear of dealing directly with such conflict. I gained a great deal of confidence in my ability to mediate not only in current work environment, but potentially on a professional basis. Thanks Frank and Nancy! It is obvious you put a lot into this course and wholeheartedly believe in and support the process. ~ Susan Andrews

The benefits of mediation over litigation is amazing. It is hard to understand why any reasonable person would choose another course of action. Thank you for your professionalism and dedication to the art of mediation. ~ Bernadette Phillips-Garcia

Deep! Eye-opener! These skills not only will be taken to the workplace, but also into my personal life in dealing with others! ~ Maria Sandoval

This has been a wonderful opportunity that I have always wanted. The course and contents were excellent and the instructors just wonderful...I have gained invaluable skills which I will definitely use now and in the future. Thanks a bunch! ~ I. Gotwin Otu

Nothing but positive! Great experience and an opportunity to work with and meet some great co-mediators. I would recommend to anyone interested in pursuing mediation training. ~ Aggie Hudson

The course was very well presented giving participants the opportunity to practice the skills they learned and to receive helpful feedback. The content is more than technical and process oriented. The content is insightful and brings the experience of a talented group of teachers to the class. ~ Linda Thompson

This has been an extraordinary class. Thank you for an enjoyable and informative time. ~ David R Fuller Esq

Your presentation makes you superb "edu-tainers". Succeeds in introducing both the novice and somewhat experienced mediator to complex problems and the opportunity to use all the tools in the tool box. ~ Jeremy V Cohen Esq.

This is a great course for anyone who works with people. You can use the skills with just about any group and any situation where there is conflict. Best training I have ever had. ~ Margaret Macias

Extremely well organized. One of the best manuals I have ever used. ~ Jason Z. Martinez

Your stories were great and added to the skills taught. The class covered a lot of material in a short two weeks with reinforcement of skills taught. ~ Charles P. Thompson

...I believe that we all felt you took a personal interest in each of us. ~ Paul Halvorson

The course was everything I hoped for and more...I especially appreciated how Frank and Nancy helped us to develop as a community of learners. The instructors and the class were fantastic. ~ Lori Schreiber

The skills discussed in this course can be useful every day of the week in all kinds of situations. Frank and Nancy are knowledgeable and humorous, which makes this learning opportunity a fun one. Thanks very much. ~ Greg Hargis

I loved this course and will recommend it to my friends and co-workers. ~ Marcella Magallanez-Snow

Outstanding. I have found this course very valuable. If only more people could understand the value of mediation many more conflicts could be avoided. ~ Fred L. Amador

Awesome! No explanation necessary. The world would be a better place if everyone took this mediation class. ~ Valerie Vanheusden

I enjoyed this course from start to finish. I would like to think I share Frank and Nancy's vision with respect to the direction and future of mediation. ~ Matt Sherman

Excellent course. Lots of reassurance along the way. Good skill building exercises. I thoroughly enjoyed the class and have made some quality friends. ~ Shirley Huddy

I feel privileged to have spent 2 powerful, exciting and informative weeks with Frank and Nancy. They bring the right combination of expertise, humor and knowledge that often is hard to find in an instructor/teacher/mentor. ~ William Jamieson

This mediation training course should be the standard by which all others are judged...I believe there is no match. ~ Anthony Morreale

I am energized by what I have learned and look forward to putting my new skills to use, Frank and Nancy make such an amazing team--funny, supportive, and full of practical advice. I am grateful for the experience. ~ Allison K Shulman Esq.

The most satisfying educational experience I have ever had. ~ Joe Terranova, Esq.