

THE
INSTITUTE of
ARBITRATORS & MEDIATORS

AUSTRALIA

**Samples of Course Participant Feedback from Practitioner's Certificate in
Mediation Course in Sydney, Canberra and Adelaide in 2007 / 2008**

“I found this course truly demanding in the time and commitment required to meet the professional standard expectations of the Institute of Arbitrators and Mediators of Australia facilitators and consequently extremely satisfying providing a solid framework and development of the specialised skills to confidently mediate. I consider this course to set the bench mark for mediators and to be a prerequisite for anyone involved in mediation or interested in developing the skills to mediate.” *Practising IR Specialist*

“I found the course to be without doubt the best facilitated, most practical and most rewarding PD (Professional Development) I have done for many years. Thank you to both of you for your professionalism and for the open sharing of your knowledge and experience.” *General Manager of a Workplace Consulting Firm*

**“Can I say to you both how much I enjoyed the course. Such a delight for a teacher to be taught by two such professional and competent fellow teachers. It was fun and I am determined to develop, improve and use the skills.”
... *Professor of a College of Law***

“Thank you both so much for a very stimulating and entertaining 5 days I enjoyed the way you taught such a complex process and made it appear simple. Your respectful treatment of us allowed us to really try out our new skills and to be able to learn from our many mistakes.” *Management Consultant*

“I would also like to once again complement and thank both of you for your approach to assisting us beginners to learn and for your obvious enthusiasm and commitment to the profession of mediation.” *A State Industrial Relations Commission*

“Thanks again for an incredibly worthwhile and valuable course – I got so much out of it.” *Legal Counsel, MLC*

“I found the course excellent and am sure it also added to my competency in related areas.” *Services Division, National University*

“Thank you again for an outstanding (if sometimes discomfoting) experience. I look forward to developing my skills further.” *RAAF Commanding Officer*