

## EVALUATIONS

	Excellent	Very Good	Good	Fair	Poor
<b>1. Overall how would you rate this program?</b>	11	13			
<b>2. Venue</b>	8	12 ("really lovely staff")	4		
<b>3. Catering</b>	12	11	1		

### 4. What did you like about the course?

- *Informative, refreshing excellent delivery, spread of topics.*
- *Excellent presenters!*
- *Great instructors, good role plays, very helpful coaches, good variety of people, great food! The cards helped.*
- *The presenters were excellent – conveyed the information very well and high level of credibility. Opportunities to practice in a safe environment.*
- *Practical role playing was excellent. Coaches very helpful.*
- *Excellent mix of theory and practice. Could almost have spent some additional time on theory (but not at expense of practice). Watching role plays (DVD's/real life) was hugely valuable.*
- *I liked the structure and mixture of theory and practice.*
- *Learned lecturers, excellent materials. Good mix of theory and practice. Coaches were excellent – gave great advice and very valuable feedback.*
- *An excellent insight into the mediation process.*
- *Practical aspect of training.*
- *Both facilitators worked very well together. (Great combinations, very formidable).*
- *Brought me back to earth – from know-all to know-nothing (or very little).*
- *Good presenters although a little less disgust towards lawyers by John would have been appreciated.*

- *The practical workshop nature of the course. Excellent way to learn.*
- *The practical aspect of the mediation.*
- *The teachers – generous with their info-mania, articulate, encouraging, respectful to questions/giving advice.*
- *The interaction between the facilitators and the degree to which that kept the flow of the learning process alive. The degree of role playing as opposed to blackboard teaching.*
- *Learning about mediation processes I didn't realise how different the process is to other conferences I have attended.*
- *Clear presentation. Effective role playing as a learning process. Good materials such as reminder cards and written materials. The teamwork between the two presenters. Informal teaching style.*
- *Notes, role plays.*
- *Professional and rigorous approach to the learning, practicing and development of new skills in both a theoretical and practical context.*
- *I really enjoyed the course and I thought the co-teaching was great. I enjoyed the mix of teaching, viewing and role plays. The course moved at a fast pace – but we learnt so much – so I really enjoyed the insights and modelling that really helped my learning progress. I also really enjoyed the way John teaches.*
- *Expertise and style of the presenters (Laurence and John are excellent facilitators). Coaches were a great addition.*

##### 5. What could have been done differently?

- *Spend more time on each aspect in particular developing skills and re-evaluation/reframing.*
- *I found the difference between the teaching and the materials a little confusing – we jumped about a bit. This was not a serious problem.*
- *A little all over the place at time in structure – so kept getting confused with the process - long tiring days.*
- *At times it felt a bit “rushed” in the theoretical “bits”.*
- *Don't know – perhaps we could have the materials earlier.*
- *Little more time on theory/working through the manual.*
- *I thought it could be shortened by at least ½ a day or an earlier finish time teach day.*
- *Another day to practice with coaches.*
- *More time with coaches. More explanation of different styles of mediating.*

- *No current ideas (my lack of imagination).*
- *More understanding around preparation felt unprepared for what I prepared.*
- *Very little.*
- *Consistency with coaches – some took little interest, some very constructive. Smaller group – there was not enough time for proper role plays.*
- *Nothing – lived up to my expectations.*
- *Ensuring that all coaches are aware of the process and to allow participants to find their feet without being too involved.*
- *Just the venue – temperature control was a bit wonky.*
- *Nothing that strikes me at the moment.*
- *More time for role plays.*
- *Break up the role play to concentrate on shorter sharper messages ie one for intro, one for separate meetings, rather than combining several stages of process.*
- *Perhaps some coaching of role players prior to each role play session outlining any expected character traits as was done in the final session on Day 4.*
- *Not sure.*
- *Very “lawyer” focussed! However understand why. Also topics felt like they jumped around a lot – didn’t feel like a natural progression.*

#### 6. What other skills/knowledge would you like to acquire?

- *Preparation/tasks pre-mediation.*
- *Improvement in the knowledge of the process.*
- *Better capacity to reframe and deal with difficult clients in a mediation setting.*
- *Further practice – accreditation.*
- *Would be interested in extending this through into more info/skills on negotiation techniques.*
- *I would like opportunity to observe other mediations and to practise more.*
- *More practice/role plays.*
- *Recognising the problem earlier. Reading the cues.*
- *More language tips mediators use.*
- *More of the same – refine and improve considerably.*
- *Too many to list.*
- *Clearly still much to learn. However I would like to improve on the reframing skills and formulating questions for agenda.*
- *Negotiation.*

- *Just practice!!*
- *More expertise in the same area – perhaps an advanced course.*
- *To improve my new found mediation skills.*
- *Not able to answer yet.*
- *Learn more on reframing, exploration.*
- *Further development of reframing and the development of agenda questions.*
- *More negotiation skills. More reframing.*
- *Just need practice!*

## 7. Additional comments and suggestions

- *Overall excellent. Highlight own shortcomings, areas that require improvement.*
- *Very helpful, concerned about my capacity to be a mediator, hoping that on reflection and practice I will improve.*
- *Catering was excellent but perhaps too generous.*
- *Some coaches had very different ways and this was somewhat confusing.*
- *Plan is to do Assessment component in 2012.*
- *On Sunday second floor of venue too hot.*
- *How do we set up opportunity for supervised mediation work?*
- *Great course.*
- *Third party coaching was invaluable; more if possible after breaking down the various processes to sections.*
- *An excellent well run course. Particularly liked the small group workshops with individual coaches. It created much wider scope for learning.*
- *None.*
- *If there were more opportunities (outside of course) and see/hear examples of mediation sessions that would be helpful.*
- *More detailed notes for further reading during or after the course.*
- *Thanks! Thoroughly enjoyed the challenge.*
- *I thought the coaches all had different views and did not consistently apply the process. I found this confusing and is contrary to the idea of standards... Otherwise great.*
- *Thanks for a great four days.*