

26th June 2009

To whom it may concern

Re. Steve Hindmarsh Ltd

I attended the Certificate in Mediation Skills for six days in April and May, 2009. The course tutor was Steve Hindmarsh.

My experience of the company before and during the course was very positive. Steve took the time to discuss my training requirements and what was on offer. I received informative material about the course programme and about Steve, both as a committed training provider and as a proven mediator, which was borne out during the course.

Throughout the course, Steve's approach was highly professional, organised and attentive. The course content was logically structured yet flexible to the delegates' needs and contained just the right balance of theory, discussion and essential skills practise. There was sufficient time to discuss specific points and speak freely about topics as necessary. All of this was backed up with a comprehensive and pre-bound pack of notes and study materials together with typed-up versions of all the flip-chart sheets used during the course.

The case studies used for the skills practise were well thought through and well-timed throughout the programme to give delegates sufficient support to build up skills to cover more complex examples as the course progressed. The encouragement and positive feedback provided by Steve throughout, allowed for delegates to make mistakes and learn from them and gave confidence to go and 'do it for real'.

After the course, Steve provided detailed written feedback about my skills as a mediator as a valuable record and tool for my development and I felt assured that there was the support there if needed to complete the study pack.

All in all, an outstanding learning experience!

Ruth Goldwater
Organisational Development Officer
Powys County Council