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15<sup>th</sup> August 2017

Dear Mr Bhurji

**Re: Mediation observation: employment dispute mediation**

Thank you for allowing me to observe a mediation on 14<sup>th</sup> August 2017. It was a really useful and interesting observation. I noted that you had already done quite a lot of work prior to the mediation and had formed a strong impression of the participants. You were robust and playful, and made such skilful use of yourself. I was particularly interested in the strength of the alliance you made with each of the participants who both, I think, appreciated that you came across as so 'human' – because of this, I thought, they trusted you. I thought your playfulness allowed you to effectively manage the atmosphere in the room which might otherwise have become very tense.

I wondered if some of your approaches might not translate too well to my own practice, being so different a person to you, but there were plenty of skills that I observed that I think are very transferable – for example the way in which you frequently reminded the participants of certain details of process, at times asked them very blunt questions, used examples and metaphor and coached the participants prior to their open sessions.

One of the most valuable things I learnt was that it's possible and indeed necessary to be 'authentically yourself' in one's practice as a mediator.

I hope this feedback is helpful to you.



Yours sincerely

Dr Naomi Elton BSc (hons), MB BS, MRCPsych, MSc

**Consultant Psychiatrist & Mediator**