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Harvinder,

Thank you for letting me observe you mediate on Thursday, just gone, and for taking the time to talk me through the mediation process, in essence, what you were doing and why.

I have to say i enjoyed it very much, equally it was very helpful, not just for the purposes of getting my observations completed. Would it be possible to observe another mediation with you when the opportunity arises?

These are my thoughts, below;

- I observed you on a telephone mediation, which concerned a construction, building dispute. To make matters more complicated the parties were long standing friends.
- I say with all honesty, it was a privilege to be able to learn from you.
- You managed the financial aspect of the dispute as well as the personal and emotional aspects with professionalism yet were incredibly approachable throughout.
- Being fair, understanding yet firm with both parties, managing and keeping the proceedings on track. Both the claimant and defendant agreed to the final position - outcome of the process and made it clear they both felt that you had heard their grievances.
- As someone who was observing you work, it was really helpful and I learnt a lot. I appreciate you being very patient with me and taking the time to explain your thought process.

This was an invaluable learning experience, I can't recommend you highly enough, money well spent, and a must for any newly qualified, or even experienced mediators who want to observe an expert deploying his art!

Your sincerely



Dr Shivani Pal LLB; LLM; PhD
Welfare Rights Adviser
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