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Mr Harvinder Singh Bhurji
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Dear Harv

Mediation Observations - reference

I hope you are well.

Firstly, thank you for allowing me to join you on the two workplace mediation observations on 8th and 16th July 2019.

It was an incredibly useful learning experience for me, watching an experienced mediator at work. On each occasion, you placed the parties at ease and explained clearly and simply how the process would work. You have an eye for detail and you clarified the issues and needs of the parties effectively, feeding back your understanding of the issues to ensure that nothing was missed. In the joint sessions, you controlled the emotions of the parties, used re-framing effectively and made sure that the parties remained focussed on the critical elements of the dispute, stopping them from becoming distracted on tangential matters.

I'd encourage any newly trained mediators to observe Harvinder at work on a workplace dispute mediation.

Yours sincerely



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