

Harvinder Bhurji  
Mediator, Effective Dispute  
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9<sup>th</sup> August 2020

Dear Mr Bhurji,

Thank you for letting me observe you mediate on 25<sup>th</sup> July 2020, 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.

These are my thoughts, below;

- I observed you mediate via Zoom, which concerned a probate dispute between two brothers.
- I say with all honesty, it was a privilege to be able to learn from you. You not only managed to successfully mediate the dispute, you also took the time to explain what you were doing and why to the group of observers. You were also very generous in the time you spent with us and explaining how to use technology to conduct mediations. You also had a follow up meeting with us to give us an insight into what can happen after the mediation process.
- 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  
Advice Manager  
9<sup>th</sup> August 2020