

Effective Dispute Solutions
41 Hanover Road
Birmingham
B65 9EB

15th August 2017

Dear Mr Bhurji

Mediation observation for workplace / employment dispute

Thank you for allowing me to observe a mediation on 14th 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. 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.

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 metaphors 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