

Testimonial letter

Written to a supervisor about JCA

Hi Karen:

I just wanted to take a few moments to say "Thank You" for allowing me to attend the Mediation training at The Justice Center of Atlanta, Inc., in Atlanta, GA., last month. I have delayed sending this message of appreciation to you because I've been waiting to get my official letter of approval in the mail from the Georgia Office of Dispute Resolution, confirming me as a neutral with the Supreme Court of Georgia, which took some time. I did not want to send this without a copy of that also, please see attachment below.

When I returned home from Atlanta, one of the first phone calls I made was to the Supreme Court of Ohio's Office of Dispute Resolution, to inquire on what steps I needed to take to be registered in Ohio's courts as a neutral. Speaking with the Program Manager, Ken Davis, I explained that I had just completed JCA's Mediation training with the Clinical Practicum, and he was very familiar with JCA's impeccable training. Mr. Davis spoke very highly of JCA and told me that I had surpassed all requirements of Ohio's Supreme Court as a Mediator. At the closing of our conversation, Mr. Davis' exact words to me were "...print up your business cards, hang out your shingle and get busy Ms. Gilliam".

The Mediation training given by The Justice Center of Atlanta (JCA) is in one word, "Superb!" The professionalism of each and every staff member there is excellent. The hospitality that they provide along with the extremely intense training is just outstanding. Upon completion of my training, I was equipped with everything I needed to be a successful Mediator for any organization.

The following training objectives were met over and beyond the call of duty:

- 1 An ability to adopt the mediation mindset and the language of resolution.
- 2 A knowledge and use of the various language techniques that enhance the opportunity for resolution.
- 3 An ability to implement the mediation process.
- 4 An understanding of the importance of confidentiality in the mediation process.
- 5 An appreciation of the impact of laws, ethics, regulations, policies, and practices surrounding the mediation process and its outcome.
- 6 An appreciation of diversity issues.

I highly recommend this training for anyone seeking to become a Mediator. While I was there, I talked with several classmates who had previously taken DEOMI's Mediation course, and in comparison to JCA, they preferred JCA by far.

For your review, below I have attached a copy of the 5-day agenda to this course. JCA also offers Customized Mediation Training in a variety of areas to meet specific needs of an organization. During the training, JCA provides continental breakfast; a fresh-daily southern buffet lunch; and snacks at no additional charge. Free parking is also available, making things very convenient and economical. I recommend using JCA for any of our needs at EPA concerning the issue of Mediation training. If I can be of any assistance at all with planning for such an event, please let me know. I would love the opportunity to do so.

Sincerely,
(Your new Mediator)

Sheila Gilliam, EEO Specialist