

### MetroWest Mediation - Feedback from May 2023 Training

<b>What did you enjoy most in the training?</b>
Learning from other mediators/videos
Roleplays & Eric's character for reflecting upon emotions!
Everything
having the coaches periodically give us advice on the roleplays was so helpful and I enjoyed that part
I enjoyed the group dynamics. I think Seth, Eric and Kayla did a great job of making it engaging and comfortable for everyone to participate
The "jump in and swim" approach to the roll play exercises. Actively learning!
I enjoyed the role plays the most.
Meeting everyone, the role plays, the coaching
Learning all the new skills and practicing in an open and free group
Getting to know my peers and learning new things
The learning experience
I enjoyed the balanced format, from the learning modalities to getting to switch roles among mediator, party, and observer.
it was good to work with multiple groups of people so it didn't get stale, as well as changing up the roles for everyone
Meeting, interacting with and learning from others.
Connecting about other people's work.
I enjoyed the role play the most
The ability to practice, and have live feedback from coaches. I loved how interactive this was and that we spent most of the time participating and actually training.
Format. It must be hard to host for 7 hours/day, but doing different activities to practice skills and watch examples and breaking it up by presenter helps keep it interesting.

<b>In what ways will this training help you in your career or personal life?</b>
Conflict resolution across all aspects (work, social, etc.)
It will assist with my current role as an attorney and building a mediation background and practice
Listening more- reflecting talking less
to mediate disputes between families in the nonprofit I work for during family meetings
I facilitate and help to resolve conflict daily in my role. I think this training provides a framework for facilitation and resolution that will be very beneficial.
Better listening skills. Hopefully transition a bit away from litigation and move towards facilitation/ADR practice.
It will help me in many ways. To be a better all around listener, to be more empathetic, to be more attentive, and be more comfortable with conflict or understanding that a "neat" resolution isn't always the best outcome
Hopefully in my work with high conflict divorced families to support the goal of what is in the best interests of the children

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Increased listening skills. And it is not my job to solve everything.
All of the techniques will help me be a better listener and also reframe what I hear in a positive way.
Reflect differently on situation including personal
As a lawyer, I'm really interested in how this can be used w/alternative dispute resolution both internally at the workplace, as well as handling external matters w/different stakeholders including clients. One big takeaway is to let the parties direct the process which is something I've adjacently been thinking about in an organizing lens recently, so this lesson is really timely for me!
Working between families and our staff when conflict arises, as well as not having to be the one to come up with the agreement
Eventually, I will be looking to transition from the laborer field to the line of work where this skill would possibly come into play, either with reentry or working with troubled youth.
The impact of listening, reframing, and reflecting has exponential value.
I might like to pursue a career in mediation in the future but for now I can use the skills learned with family, friends and work
In my personal life it will be helpful to remember that sometimes you as a third party aren't always responsible for finding other peoples solutions. All you can do is try to help people help themselves. In my professional life I think I'll use what I've learned often. As the executive Director for a local nonprofit I'm often mediating between board members and volunteers and community members.
Communication skills in work and personal life, great groundwork for becoming mediator.

<b>What other feedback do you have for the trainers?</b>
I would've liked to see a few more videos for examples afterwards to show a demonstration
Longer afternoon break maybe 15 minutes- Maybe live training someday:)
great job, bob was a very helpful coach!
I though coach Lisa was awesome! She provided such great, supportive feedback.
Just keep up the good work. Well worth the price of admission!
Seriously, don't change anything.
I thought everything went well and it was a fun training that went very quickly!
Longer afternoon breaks. It's pretty intense as a new skill
Thank you for facilitating a very engaging experience!
Give more constructive critical evaluations
You all did a great job. I think the format was really intentional, inclusive of the timing (like doing an icebreaker to get folks warmed up, etc.). Thank you!
There were some instances where trainers had different viewpoints on what should be done or said next, it did make it somewhat confusing at times when one trainer would advise to say "x" and another to say "y". For example in one role play the mediator was praised for having the

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conversation stay on topic when a character would get heightened and try to get off topic with angry emotions, but in another it was suggested to let the parties get off topic.
Keep doing what you are doing, it works.
Slightly more opportunities to observe. It can be a bit cognitively exhausting particularly if you have mediated back to back or been a party and then a mediator.
Very descriptive and knowledgeable
It was interesting having so many different coaches with different perspectives and styles of mediation. Sometimes you would hear something from one coach and then the next session a different coach would tell you not to do the thing you had just learned from someone else.
Trainers and coaches did a great job! The training moved along smoothly with plenty of opportunity to practice skills as well as watch examples of others. Trainers and coaches were receptive to feedback and questions.

<b>What would you tell someone considering taking the mediation training?</b>
Definitely would recommend, but would warn of the time commitment
Do it!!
DO IT
this is great to teach you how to be neutral on disputes and not be fact driven
Yes, I have already recommend it for someone on my team.
Sure. Super organized and well planned. You did not waste time and your lesson approach was seamless.
DO IT! I would add that the training is incredibly engaging, and very well thought out.
In terms of my line of work, that the training can benefit everyone but the specific legal settings referred to is mostly small claims
Do it!!!
Do it!
brings a new perspective to disagreements
I would definitely recommend it: getting the amount of direct practice is invaluable, and the key learnings & immediate application afterwards was really helpful.
be prepared to think on you feet
Go for it, it's worth it. You have everything to gain and nothing to lose.
Take it!
Go into the course with an open mind as it will make it easier for you to take all of the knowledge in.
Do it! It's a great training.
Great for anyone dealing with conflict resolution, human resources, team settings.