

## Comments by Seminar Participants

*I learned a different strategy to manage conflict; a totally new mind set.*

- Nancy Gutierrez, US Customs-Supervisory Entry Specialist

*What I liked most was the presentation and the subject matter -- the conflict mountain concept. This stuff really works!*

- Rod Gagne, Program Reviewer, State of New Hampshire, Office of Program Support

*The time spent on role-play was most effective - the exchange among participants.*

- Cecilia Ryborg, Sr. Career Planning Officer, United Nations High Commission for Refugees

*Simple basic steps. Most valuable was the presentation of a process that is easily understood.*

- Steve Curtis, Planning Supervisor, Sony Disc Mfg.

*Most valuable: The ability to apply the lessons learned to all aspects of my life -- work and home.*

- Randall G. Fisher, Senior Team Lead, Fidelity Investments

*The best thing was that I got ideas on how to control turnover at the workplace!*

- B.S. Bran, General Manager, Jiffy Lube

*The instructor was highly engaging - style was very comfortable - obviously has fun!*

- Ken Kuzy, Project Manager, Xerox Conwest, Inc.

*Going through basic skills and principles coupled with practice was most effective.*

- Christina Minerac, Director of Personnel, World Council of Churches

*The fact that everyone participated and took each exercise seriously was important.*

*Giving their own interpretations of how they would try, recognize and handle conflicts.*

- John V. Flores, Sergeant, USARPAC, GCCS

*It was good to learn a logical and systematic way to resolve conflicts.*

- Y. Kurosu, HR Senior Specialist, Human Resources, Motorola (Japan) Electronics, Ltd.

*I most enjoyed the materials, the process and the trainer.*

- Catherine Cheyssi, Dispute Resolution Specialist, US Customs

*Very concise and very simple to follow. It was presented well. Instructor made it easy for us to understand and to take action with what he taught us.*

- Mohamed Mustafa Marican, Executive Director, Jamiyah Singapore

*Most valuable were the steps to resolve conflict and the role playing.*

- Lori Kolip, Manager, Fidelity

*This info is useful both professionally and personally.*

- Daniel Rodgers, Production Supervisor, Sony Disc Mfg.

*The detailed information and practical exercises were the best part of the program.*

**- Daniel S. Foster, Chief Sergeant, Property, US Customs**

*I appreciate the clarity of presentation by the trainer. The course content is also excellently packaged. Approach is methodical and makes a lot of sense to me.*

**- Alvin Lee Thiam Siew, Programme Coordinator, Thye Hua Kwan Moral Society**

*I was able to take something from it that is practical and easily usable.*

**- Elaine Williams, Eligibility Supervisor, Department of Social Services**

*It can be used practically on my job and personal life.*

**- Mary Ellen Mufich, Project Manager, CAN**

*Giving phrases and tips that mediators can use was most helpful along with the explanation.*

**- Tamae Hishizawa, Manager, Employee Communications, Human Resources, Motorola (Japan) Electronics, Ltd.**

*It's a reasonable, workable "how to" solution.*

**- Pete Stone, Community Residence Coordinator, State of New Hampshire**