

March 24, 2003

Dr. Nancy Love, President
The PULSE Institute for Collaborative Futures
200, 1201 - 5th Street SW
Calgary, AB T2R 0Y6

Dear Dr. Love:

**Re: Self-as Mediator and Manager-as-Mediator Seminars
Mediation Training Institute Canada**

We refer to the above seminars that were held at your office on March 14th and March 15, 2003.

These courses are very applicable to the real world as experienced by Ms. Schnellenpfeil and myself. We both work in the architectural consulting services profession that can be a very stressful environment in which to work. The short deadlines, large stakeholder participation and restrictive budgets can create situations that enhance the possibility of conflict in the work place.

Your course was presented in an effective and logical manner, with easy to understand concepts that were illustrated by quality presentation tools and materials. The role-playing, which was meant to simulate real life situations, helped to reinforce and practice the principles learned during the course. The follow-up critique of the session was especially useful, since it served to clarify the rationale for the appropriate use and timing of these concepts.

We were so impressed with your course that we are happy to report that our Human Resources Manager, our Electrical Engineering Manager and one of our senior Associates will be attending these courses in the immediate future. We would highly recommend this course to any organization or individual that seeks to resolve daily conflict within and outside their workplace.

Yours truly,

THE COHOS EVAMY PARTNERS
Calgary



Robert Allen Jim, MAAA, MRAIC
Associate

RAJ/ds

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H. Wayne Yajau, RSW, CET

Martin Cohos, FRAIC (Retired)
Michael Evamy, FRAIC (Deceased)

200, 902 - 11 Avenue SW
Calgary, Alberta, T2R 0E7
Tel: 403.245.5501
Fax: 403.229.0504
calgary@cohos-evamy.com

10154 - 108 Street
Edmonton, Alberta, T5J 1L3
Tel: 780.429.1580
Fax: 780.429.2848
edmonton@cohos-evamy.com

www.cohos-evamy.com