1. **How do you evaluate**

<table>
<thead>
<tr>
<th>Evaluation Area</th>
<th>Excellent</th>
<th>VGood</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>The course content</td>
<td>10</td>
<td>8</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The simulations</td>
<td>13*</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The theory</td>
<td>9</td>
<td>8</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The instructors</td>
<td>16</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The course overall</td>
<td>15</td>
<td>3</td>
<td>1</td>
<td></td>
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</tr>
</tbody>
</table>

*1 x bit more time?

2. **Was there sufficient practical information?**

- Yes 18
- No 2

- Would like to see more on certain aspects but of course – time restraints.
- I ticked both Yes & No both because I felt we got a good chance to participate and observe but I felt we needed more opportunity at the actual negotiation phases and less on the opening statement stuff. More more day would be good.
- There would never be enough opportunity to practice enough. This was good, for the length of the course.
- But I wouled have liked more time to “practice” the practical information at each part of the process.
- Suggest more segmented role plays – felt need more on “negotiation – option” section.
- Excellent for “top end” of triangle. Regarding “bottom end of triangle” – felt we need more “tips” on this.
- Very helpful and non threatening atmosphere. Creation of encouraging atmosphere.
- I am very happy with both the course content and the way in which it was delivered.
- In the time frame we had.

3. **Was there sufficient theoretical input?**

- Yes 19
- No
• For the length of course – enough perhaps a little more linking on simulation days.
• I think you should emphasise reading one of the mediation texts beforehand rather than just recommend I only read Getting to Yes and half of a mediation text and felt at a disadvantage.
• We needed a link to practice. Wade/Cavanagh were a wealth of info/stories.
• For the type of students I think the degree of emphasis on theory was appropriate.
• Could workshop more on questions – reframing.
• Some more examples on the LARS, particularly the reframe and creation of the agenda.
• Very stimulating material – and great presentations.
• Yes, plentiful!

4. **Are there additional topics/subjects you would like to see covered?**

• If agreement drafting could be covered that would complete the process.
• More role plays.
• Do more opportunities for “bottom triangle”. Maybe this should be via case studies which set out more of the work done so that focus can be done on the guts of it.
• No.
• Dealing with the many different areas – for example “work place” is a huge area that may require specific attention.
• Business issues – letters of appointment, fees, etc. in the class (not just in notes). Drafting of agreements.
• I would like to look at dealing with emotional/angry clients.
• Yes, but not sure how it would have been fitted in due to time.
• No.
• In your hands.
• Collaborative law processes.
• Perhaps it might be useful to spend some time on “crunching the deal”.
• Not certain – possibly more on emotional/unruly participants.
• Would like to see more role play by the students – but understand the time pressures.
• I think there was flexibility shown by the instructors that meant we could cover topics we were unsure about.

5. **What effect will the course have on your dispute resolution skills?**

<table>
<thead>
<tr>
<th>Level</th>
<th>Count</th>
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<tbody>
<tr>
<td>Substantial</td>
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<td>Substantial-moderate</td>
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<tr>
<td>Moderate</td>
<td>2</td>
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<tr>
<td>Slight</td>
<td></td>
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<tr>
<td>Negligible</td>
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</table>

6. **Are you interested in further training?**

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>19</td>
</tr>
<tr>
<td>No</td>
<td>-</td>
</tr>
</tbody>
</table>
7. **How did you hear about this course?**

- It is part of the FDRP training needed for accreditation.
- Internet research.
- Internet.
- A friend who did it last year.
- Melinda Shirley at QUT Brisbane.
- Philip Theobald recommended the course.
- Bond University web page.
- Through a previous attendee.
- From other lawyers and Bond University website.
- Reputation in legal skills.
- Our mediators have all attended this course.
- Bond University website.
- Word of mouth.
- Internet.
- Through word of mouth and follow up over internet.
- From colleagues.
- Another colleague a work told me about it.
- Word of mouth.
- Have had knowledge of Bond for a number of years.

8. **General Comments**

- I enjoyed this course and the mix between theoretical components and practice of the skills.
- Gained fantastic information/understanding about how mediation is done (properly). Would like to know what we can do (re: more experience) and study for accreditation in June. Would be very useful if all coaches fill out the evaluation report during the simulation and not on the following day.
- Thoroughly enjoyable and instructive. Great company for the period/great food.
- I really enjoyed the course, in particular the two days of practical training. The course has opened my eyes to the effective model for mediation rather than the unsophisticated mediations (mostly) that I have participated in, in the past. The course assists in honing one’s negotiation skills as well as training for conducting a mediation.
- I have to say from the outset that I have enjoyed the course immensely and I am disappointed that it has come to an end. All of the staff, instructors and coaches have provided me with excellent information and “toolbox” tool phrases to use. Thanks so much!
- Fantastic course – best I have ever attended and I have been attending courses for 25 years – not just, valuable for improving skills but will also improve me as a human being.
- Great. Couldn’t fault.
- Excellent and well structured.
- Have thoroughly enjoyed, been stimulated. Now have happy stage of conscious unknowing!! Look forward to more training and then hopefully mediating!!
- I have really enjoyed this course and feel that I have gained some valuable skills. The content was relevant and the role plays were challenging but very useful. The work with the coaches was very useful.
- Overall good. Thank you.
Great course, covered so many things. The skills require life long learning, but this has given me a great basis from which to work from. Mieke was an excellent coach, very helpful, great tips and understanding of the process.

Perhaps end of third day the simulation of mediation could have been done at another time ie before started role plays of mediation.

I found there was a lot of information to absorb in two days and although we had a chance to put it into practice in the practical mediations on the final two days for me it all came together too quickly. I would have preferred three days on information, interspersed with more time to workshop each part of the process before bringing it together in the mediation sessions.

The professionalism and the helpful attitude of the whole staff was a particular feature. It was a terrific course, and I can’t remember saying that about any PD course I’ve attended in the last several years.

I would like to have case overviews which suggest to the two parties either some options for which way they can take the ‘characters’. Ie George from George and Joanna could be told to be either a boorish oaf, a sullen loser or an abstract dopehead. Sometimes I felt the parties were too compliant because they did not know the scope they had to ‘interpret’ or ‘develop’ their characters. Overall – I’ll be recommending the course to my peers.

I was very impressed with the quality and experience of the coaches and the feedback. A great learning experience.

Excellent grounding – set the scene for mediation, liked the emphasis on the requirements for accreditation as it is the way of the world. A course that not identified what needed to be covered, but made you realise what you don’t know or thought you knew.