

## Comments on Nancy's Training

### Conflict training

We have used the services of Nancy on several occasions and for staff training. Nancy has a way of engaging people and supporting them to work through some very difficult issues in a supportive way. We have had great results and learnt a lot as a team. She is a skilled and an inspirational professional who comes highly recommended. (CEO, workplace trainings/mediation)

Just a note of thanks Nancy as i found it fascinating and so helpful. I will be making a number of changes.

Group work helped me put the model into practice and identify possible problems before the real conversation. "practice makes perfect"

Really rewarding workshop with good mix of practical exercises

Reminder of NVC & good summary sheet. STAR handout

Entire presentation. It was thoughtfully & succinctly delivered

All of it and the takeaway leaflets are greatly appreciated. Role play was useful and good as it was limited to x 2

All the workshop

Explaining these communication skills, reminding myself of all these techniques that I often forget

Breakdown on different ways of handling situation

Attaching the above to everyday situations

Handouts are a great resource and reminder

Open & interactive

Mix of learning styles used.

Clear and concise info briefly covering useful techniques

Ways of communicating your needs to others whilst listening to their needs

All of the workshop was useful

Group work helped me put the model into practice and identify possible problems before the real conversation. "practice makes perfect"

Being given a simple structure for having a clear conversation about boundaries

The interactive parts. I like that it made me think, consider, look for new perspectives

The steps to follow. It's good to have tools when you are facing a difficult situation

Friendly environment felt safe & open

Enjoyed Talking & materials

Handouts, explanation, role play, time to think

Found discussions around how to deal with stress and refresher on physical exercises useful

Liked learning about self awareness and techniques to calm and de-escalate situations

Handouts

Very Informative useful to learn new skills

Looking at different ways to tackle issue Handouts

Time and space to think about me, my reactions and what I struggle with Found a lot of it useful, particularly the breathing exercises and de-escalation Useful tools and enjoyed thinking about my own reactions/feelings

### **Online Training for mediators**

Thank you for a really stimulating training session – and for your patience.

Nancy has a very calm, reassuring manner which was very helpful to those of us trying Zoom for the first time. 27/3/2020 11:32 AM

Thank you so much for yesterday. I found the training really helpful. Your patience and ability to pace the training is to be admired. Fantastic training, I'll definitely recommend to others.

Nancy was very clear and calm. She was very supportive when it came to practising. 11/3/2020 4:55 PM

Great! Thank you so much for yesterday I learned a lot and will definitely play with it. No need to reply Nancy but really Thank you!

Huge thanks for the session today. It was absolutely fantastic and highly informative.

Nancy, thanks so much for all your help today. Very informative and interesting.

Thank you both and especially Nancy for all the hard work. For some time I have wanted to take the leap to online mediation. This training has given me the necessary confidence.

Nancy managed the range of experience very well. 22/3/2020

This is just wonderful. It will save us so much time and 'trial and error'. We really appreciate your generosity in sharing your expertise. Thank you so much!

Thank you once more for your help. I feel as though my learning curve has been almost perpendicular over the last week. Your training and support gave me the confidence to do this and, currently, I'm a convert. We are clearly going to have to do a lot more mediations by video over the coming months and I feel well prepared to develop my practice in this way. I suspect that once we start we won't go back and there will be many more video mediations even after the present difficulties have (hopefully) gone. Neil Goodrum

It Thank you so much for the session and for the materials and for this sample invite. The session was really helpful and clear and informative. June 2020 was very good to meet with you and thank you for your excellent session

### **Short intro for volunteers**

Thank you Nancy. It was nice to meet you.. if only virtually.. That was a good short intro.. covered a lot in very short time.. it has given me lots to think about Re process and managing Zoom interactions. Thank you again

Thank you for a really stimulating training session – and for your patience.

I'm hoping to get much better at this, with practice.

Zoom session with Nancy last week. I got a lot from it and the feedback from others who I've spoken to have been really good.