

**User Feedback Digest**  
**International Mediation Institute (Switzerland)**  
**Imimmediation.org**

Feedback Digest prepared by  
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The Feedback Digest is based upon 13 feedbacks from respondents who used Mr. Picker's services in over 25 mediations. Some of the respondents were adversaries in the same dispute and a number were advocates with substantial training and experience as mediators.

The responses reflect the fact that Mr. Picker has a national practice in highly complex commercial disputes and national class actions, bringing into play important strategic interests, and involving substantial dollars (several disputes involved many hundreds of millions). Mr. Picker's practice frequently includes disputing parties among the Fortune 500 companies.

Almost all of the respondents used superlatives to describe Mr. Picker's skills as a mediator. Examples of such comments include "masterful in bringing parties together;" "he was brilliant;" "grasp of material is magnificent, yet he does not get bogged down in details;" "gifted mediator;" "is a world-class mediator;" "have worked with many mediators of national prominence ... Mr. Picker ranks among the best;" "clients immediately come to respect him and he is successful in resolving seemingly intractable cases;" "is the most prepared, seasoned, astute and capable mediator I have ever encountered;" "is the most professional mediator I have ever worked with;" "is persistent in dealing with entrenched opposing parties;" "his skill set is incomparable... he has the tools and the intuition to allow him to break very difficult impasses;" "is the best mediator I have ever used in a complicated case;" "shows compassion and patience with difficult personalities, never losing his professional demeanor or his commitment to facilitating resolution;" "is masterful in bringing parties together;" "is a top choice;" "ranks among the best locally and nationally;" and "is the most capable mediator I have had the privilege to work with."

Many respondents noted that their disputes involved highly complex issues, multiple parties, difficult personalities, seemingly intractable positions, hidden corporate and personal agendas, and other problems that made the goal of resolution exceedingly difficult. These respondents observed that Mr. Picker was able to overcome these barriers as a result of his preparation, including his work with counsel and parties in advance of mediation services, his quick grasp of the essential issues, his understanding of underlying business related interests, his ability to develop a rapport with and gain the trust and confidence of the decision-makers, his sensitivity and empathy, his sense of timing, his commitment to the process, and his patience and perseverance. He demonstrates a strong grasp of substantive issues, an understanding of the complexities of relationships between clients, the importance of gaining support and buy-in of key decision makers, and the psychological dynamics of the parties and counsel.

All respondents gave Mr. Picker the IMI's highest rating in response to a question asking whether they would engage Mr. Picker again, and all indicated they would recommend him to others. Many of the respondents have worked with Mr. Picker in multiple matters and view him as their go-to, first choice in any case significant enough to require his skills. Respondents noted, in particular, that they would commend Mr. Picker to colleagues for difficult disputes that call for his focused approach employing a variety of techniques designed to avoid impasse and promote resolution.