



### ***5 star review*** from Ana Maria Maia Gonçalves

This Feedback Digest is based on 10 feedbacks from 6 mediations, initially submitted on Friday 2nd June 2017. Reliable, able to ask the correct question at the right time, patient, trusted, pragmatic and diplomatic – these are several of the adjectives that parties use to comment about João Assis. João Assis was perceived as having treated all sides fairly and impartially, while being efficient and attending to organizational details promptly. Nearly all parties commented on his personal qualities of careful listening and careful reformulation of statements, to ensure a good understanding of their discomforts, fears and interests. They also commented that he did all this with balance, serenity and consideration. Most of the questioned parties agreed that his management skills in the mediation process were a key strength. They remarked that he was professional and well prepared. Some also commented on João Assis's capacity to manage serious challenges and to always help parties to find the adequate solutions in different circumstances and plans. Almost all underlined the excellent capability of João to manage the emotions of the different participants in the mediation and agreed that this was a key factor to avoid escalation and also allowed them to find a fair solution for all. João Assis was scored very highly by several parties when users were asked for their overall impression and when asked if they were likely to use him as mediator again the response was unanimously positive. There has never been any reportable negative feedback from any user. This feedback digest was last updated 10 July 2017.