



## What Plaintiff and Defense Counsel Say About Jack Williams, Esq.

*"I cannot speak highly enough for [Jack's] knowledge of the mediation process, his fairness, his neutral temperament, and his ability to grasp key issues. He gains the confidence of the parties, as well as the carrier representative. He keeps the parties loose and has a keen insight into problem areas...In my mind, he is the very best..."*

*"Jack is the hardest working mediator we have ever used. He just never gives up, and will not accept the fact that the case cannot be settled. If the case does not settle at the scheduled mediation session, he follows up by phone until he gets resolution. ...Jack continues to be relentless in pursuit of the settlement."*

*"Jack's approach...is part of his success. He takes a lot of time at the beginning, as well as throughout the mediation, to make the plaintiff feel comfortable with him and with the format of the mediation. Jack again spends time with the plaintiff at the end of the mediation so that the plaintiff feels that the settlement was reached fairly."*

*"Over a period of three decades, Jack has gained a valuable knowledge of the amount of money that will settle a case. This means that Jack is always ready to argue the defendant's exposure to those representatives and defense attorneys and home office personnel, and he always seems to get their ear."*

*"I know that everyone who has employed Jack's services as a mediator will agree with me that he is the best they have used...what I really like about the whole process is that the defense attorneys call me the next day to tell me how much they enjoyed having Jack as the mediator, and how pleased they are with the fairness of the result that was obtained."*

*"... I can state without reservation that [Jack's] legal and mediation skills, coupled with [his] tenacious, yet, gracious temperament, was the primary contributor to the settlement of this litigation. I am certain that [Jack's] extensive experience and reputation as a litigator gave [his] efforts a level of credibility very few mediators bring to the table. [Jack's] candor and objectivity, as well as skill in utilizing the ADR process, are of the highest level. ... " --Los Angeles Defense Attorney*

*"[Jack's] hard work and insight into the law and procedure, as well as into settlement negotiations, was a major factor in bringing this case to an out-of-court resolution...[Jack] made it possible for the parties to spend time reflecting on their case and their respective positions without feeling pressured or hurried."*

*"[Jack's] hard work and insight into the law and procedure, as well as into settlement negotiations...made it possible for the parties to spend time reflecting on their case and their respective positions without feeling pressured. We appreciate your good work." --Los Angeles Defense Attorney*

*"...[Jack's] superior knowledge of the subject matter and negotiating skill were substantial factors in bringing about this settlement. The mediation was a positive experience for my client, who became involved in a settlement process which, in another forum, might well have been perceived by her as threatening or too detached. For me, the mediation was stimulating and presented an opportunity to gain a new perspective about the specific issues of my case as well as the settlement process in general. For nearly seventeen years I have represented plaintiffs in civil proceedings, generally shunning mediation as an option. I now recognize the value of a skilled and dedicated mediator in helping willing parties achieve a satisfactory result...I will surely refer my colleagues to you for mediation."--San Jose Plaintiff Attorney*