



International Mediation Institute



*Think about things in their next largest context.*

*A chair as part of a room.*

*A room as part of a castle.*

*A problem as part of an opportunity.*

Frank Lloyd Wright

### **IMI Reviewers' Feedback Digest\* for Anthony M. DiLeo**

Parties and counsel who have used Anthony DiLeo would overwhelmingly use his services again and would, without hesitation, recommend him to others. Typical of the comments reflecting Mr. DiLeo's acceptability are: (i) Mr. DiLeo is very efficient, effective and professional; (ii) He is creative and thinks outside of the box; (iii) He was well prepared, persistent and tenacious. He is a very effective mediator; and (iv) Tony DiLeo brought about a speedy and efficient resolution for all involved. He invested substantial time up front to gain a full understanding of all the issues that required review and discussion. Both parties accepted him as an expert in the matters.

Mr. DiLeo's mediation skills and abilities are rated as highly effective. Typical of feedback received in this regard are: (i) Mr. DiLeo's understanding of the issues, his ability to connect with the parties to build trust, use of separate meetings, competence and self confidence made a decisive difference in the outcome; (ii) Mr. DiLeo's temperament and intellect challenged the parties to work to a creative solution; (iii) He was flexible and had great intellect and energy; (iv) He was very patient with all parties and adept at having them acknowledge the strengths and weaknesses of their respective positions; (v) Mr. DiLeo is an extremely able mediator. He is patient and even-tempered. He is also well prepared, respectful of all parties, and has the intellect to quickly digest the key issues in the dispute; and (vi) Tony's ability to understand both parties' perspective, all the legal aspects involved and the complex emotions at play, brought the mediation to a successful outcome.

Mr. DiLeo is also highly regarded for his ability to effect a positive outcome. For example, one provider of feedback noted that Mr. DiLeo is a conscientious mediator. He worked on the process before mediation day commenced, such that the result was accomplished in an expedited manner. While another noted that Mr. DiLeo possesses a rare combination of both technical expertise and practical common sense enabling him to gain the trust and confidence of both parties. He was able to craft a solution that both parties accepted as a win-win solution, which has allowed the parties to continue to work together in partnership. All involved appreciated the effort and skill that Tony provided in effecting a positive outcome.

Costs were widely reported as reasonable in the context of the value of the disputes mediated by Mr. DiLeo, and in general a very high degree of satisfaction was reported.

No reportable negative comments have been received since Mr. DiLeo's designation as an IMI Certified Mediator.

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*\* This Feedback Digest has been updated to include 6 Feedbacks in 6 Mediations as of June 24, 2009.*



International Mediation Institute  
[www.IMImediation.org](http://www.IMImediation.org)

**IMI Mission** Generate confidence in and much enhanced understanding and usage of the mediation process among businesses and other disputants by encouraging high standards of training, by certifying high competency standards of mediators throughout the world, and by aiding users to find suitable competent mediators quickly and easily in the most transparent ways.