



B. H. HERON LTD

COMMERCIAL AND DOMESTIC PLUMBERS

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**Success Integrated
Suites 1-3, 131 Bulleen Rd
Balwyn North
Vic 3109
AUSTRALIA**

Dear Darren

As you are aware I have recently completed the Success Integrated, Dynamic Personal Leadership Course. I wanted to write to thank you and to give you some feedback as to how I feel about the process.

Although I was very keen for our whole team to participate in the course, I must admit I was a little concerned that the course may not be appropriate for some of our staff members. My fears were soon put to rest as you related so well to all of us and I believe the majority of us gained a lot from the sessions.

I have found the communication session very useful when dealing with certain people in recent weeks, this was a very interesting and informative section. One of my business goals is to continue to mentor our team and encourage each person to carry on with the ideas and concepts that we have learned over the last few months and I am confident that with my new skills I will be able to achieve this.

My personal achievements have been fantastic. I had thought I was an organised person, working full time and having a large family to take care of takes quite some organising. This course has enabled me to be even more efficient with time management, good planning and goal setting.

I am now planning each workday and my weekends to make even more effective use of my time. I am now achieving much more in much less time due to good planning. I feel a lot less stressed and more in control of my life and I have more time for the fun things in life. I am spending more time looking after myself. That will in turn make me a much happier and healthier person.

Thanks Darren for all the mentoring and ideas you have given me and for providing simple and effective ways to follow through with my goals.

Yours truly,

**Karen Rogers
Administrator
B.H. HERON LIMITED**