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10th September 2003

Attn: Darren Pereira
Success Integrated
3/17 Calvin Crescent
Doncaster East, Vic 3109

Hello Darren,

RE: HIGH PERFORMANCE MANAGEMENT COURSE

I just wanted to pass on my thanks for a totally enjoyable and quite unique course. Over my time in Sales & Management I have been to several development courses, however yours certainly stands out in both context & self development. By far exceeding any expectations I had of what I would be able to draw on from the course.

Your presentation personally was fantastic, allowing individual members of the course to participate and provide "live" examples to dissect and learn from as well as providing your own examples.

The breakdown of the course (7 x 2 hour classes) was, I believe a great benefit. Allowing you to go through 1 subject at a time, then with the Action Plans setting goals which I could put into place either at work or personally over the following week.

The result being, I was able to see real development each week, either by creating a habit or achieving goals set through the Action Plans / 7 day goals. The impact this has provided myself from a management prospective is invaluable, I have been able to provide my sales team with a more clearer goal orientated environment and providing myself with a more structured view to work from.

Once again Darren, thank you for your efforts over the past 7 weeks, I certainly have enjoyed the course.

I have no doubt that I will catch up with you shortly.

Have a great day !

Regards

Paul Downs
Sales Manager