



**Professional Financial  
Planners Pty Ltd**  
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16<sup>th</sup> November 1999

Attention : Mr Darren Perriera  
Leadership Management Australia  
10 Moncroft House  
93 - 95 Rose Street  
ESSENDON VIC 3040

Dear Darren

**re : Success Strategies Program**

Just a short note on behalf of the team at Professional Financial Planners Pty Ltd to thank Peter and yourself for our six week 'Success Strategies' program.

The course was certainly very flexible and accommodating to our staff's individual needs and various stages of development. Peter's experience and breadth of knowledge, combined with your own understanding and natural enthusiasm, makes you a terrific combination in presenting and discussing the material.

Your personal involvement with all team members would have provided you with some insight as to the positive changes the course has made to individual members. For the more experienced participants, the course provided a reinforcement of previous information, but presented in a far more direct and personal manner. We have noticed a marked improvement in our staff's personal behaviour and ability to think 'on their feet'. Certainly, they have brought more routine into their business roles, which is leading to a higher efficiency and job satisfaction within our office.

In addition, your material was very sensible to our limited time, and the audio cassettes can be used over and over, into the future.

It was comforting that you allowed time for serious work combined with some tom foolery and light-heartedness, which really made the time pass quickly.

We see the Success Strategies course as an excellent all round personal and business development program for our staff, and now look forward to further developing our people through your many higher level programs.

Please feel free to contact me as a referee in the future.

Regards

**John Robson**  
*Authorised Representative*  
Professional Financial Planners Pty Ltd  
*Licensed Dealer in Securities*