



Frankford, Ontario K0K 2C0

March 2, 1993

Metamorphosis
Michael Ballard, President
RR#1, County Road 19
Stirling, Ontario
K0K 3E0

Dear Michael;

This is not late! We discussed the purpose of any training and presentation series was to change behavior through first changing perceptions, then through new beliefs and skills.

We agreed any immediate evaluation after your visits would not be as meaningful as one several months later. It's been 10 months since you worked with our people.

Our office staff have truly grown, learned and changed.

As you know, we've been adopting Continuous Quality Improvement, for which one of our goals for our people is to achieve and sustain an environment where all employees are involved in continuous Self and Corporate improvement.

As part of this cultural goal, a key factor is for everyone to gain a belief that all lasting and meaningful change begins on the inside and works its way out. Clearly your work with us has been a big plus throughout our journey, as you drove this point home and gave people the tools required. Keeping your message alive with CQI, these tools are being used!

Staff actions directly attributed to you, best demonstrate your impact. One of my supervisors changed behavior and decided you were right! Don't sweat what's out of your control. Getting angry is never worth it! Another decided to resolve several major issues and then got married! Another has become a leader in self development, making good use of our new library and demonstrating a complete turn around in behavior and a positive outlook!

In closing, your powerful work with us has clearly been value added to our goal, with a return on investment many times over.

Thank you for being a part of our mission and I look forward to using your services again.

Sincerely,

A handwritten signature in cursive script that reads "Wayne".

Wayne Jannaway
Manager - Frankford Area