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Huse Hill & Associates
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Dear Jim

I thought I would drop you an update on how we would describe the outcome and effects of your programme. You will recall that as the business began to grow, so did staff numbers. It was plain we had to enable all the existing key staff, as well as the new ones as they were hired, to think and operate as synchronously as a group as one person could do previously on their own. Basically we needed to establish and develop true teamwork amidst an increasingly complex working environment.

The establishment of our business plan and the associated budget at the time did highlight the costs and opportunities present in the business. However to reach the planned goals we needed to efficiently gain the support and commitment of all our people. While we could not expect them to think and behave just like I would alone, we did need them to understand more about me and our business, and I needed to know understand what made them work efficiently. Key areas we needed to identify were; what their role was, how it added value to the organisation and what it would take to enable them to have more ownership of their tasks.

That was when we contacted you to provide a program that enabled staff to better understand their respective roles. We were a little skeptical at first of how a program could create this type of outcome. However by using your Outlook to Effectiveness program to optimize the common communication artery of the business in conjunction with the Natural Working Style program, we quickly gained an insight into how Microsoft Outlook can be used as a business tool which would enable us to achieve our goals.

All our key people attended the program (as have subsequent new recruits continued to do so). The three afternoon sessions very quickly started to increase the synergy of the group through individuals getting to understand how important their input was across the company. The best example of this was when my new general manager joined the company after the program was doing his walk around to meet and greet. When he asked my store man what he was doing the reply was "I'm working on company cash-flow" which my GM asked "But aren't you addressing a package" and my store replied "there are four possible addresses to send it to but only one will guarantee payment it is my job to make sure we get paid".

Thanks and all the best.

Nick Davenport
Managing Director