



SENKO Advanced Components (Euro) Ltd.

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Rich Marsh
Dale Carnegie South East

Date: 14th November 2007

Dear Rich,

I am writing this letter to thank you first. Your course was very helpful for me and I have been able to apply the skills to my daily managing issues. I believe this is because the examples you used in your course are very interesting and make them sound easy and fun for me to try and when I tried them, I got the things done. The most valuable lesson I have learned is the Innerview process which is the first thing that I have learned in this course. This Innerview process taught me to talk with people with their point of view and more importantly this makes the other person feel important. Of course, the other processes I have learned were something new to me and I will be using those processes to get the results I want but with the Innerview process always in my mind, I believe I can implement those processes with my team with confidence.

I strongly recommend to others especially who believe that they are the only ones in the organization that leading rest of the teams. Most likely, they are the capable persons but by taking this course, they can become 2 steps ahead as individual as well as the leaders/managers.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jim Hasegawa'.

Jim Hasegawa
Manager, Sales and Operation
SENKO Advanced Components, (Euro) Ltd