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Leigh Dorling  
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20<sup>th</sup> August 2009

Dear Leigh

I wanted to thank you for the work you have undertaken with me and my colleagues in the past year.

The facilitation workshop was a major milestone in itself and I can see that it triggered a series of other events and discussions and the benefits are tangible, for me and for the wider HR team and HR family. We have a new meeting structure with more focus that people value, project updates are the norm and there are real signs of people being willing to talk about issues before they become service problems. From the place that we were in December this seemed scarcely imaginable.

On a personal note the subsequent coaching programme was very successful in achieving its goals. In particular you have helped me to see my priorities much more clearly. I have been able to step back and see my own performance and preferred ways of doing things in a wider context and the discussions we have had and the steps I have taken since have helped me put into effect new habits that are already making a difference to my effectiveness.

The coaching helped me to better understand myself and my own actions and behaviours as a manager. This has enabled me to effectively address some difficult issues which I am sure had been affecting the things I did and the way I did them....and the view that people had of me. I know that there is more for me to do but I feel I have made a lot of progress.

Whilst this has not been an easy journey I can honestly say that I found the whole process invigorating and would recommend your services to anyone looking to improve their skills as managers and to help them deal with a rapidly changing environment where people management is a key determinant of future success.

Thank you for the time that you have given and the support/advice and wise counsel you have offered to me.

Kind Regards

Yours sincerely



**SUE HAWKINS**  
Deputy Director of Human Resources