

East Midlands Trains  
Customer Service Academy  
Hudson Way  
Pride Park  
Derby  
DE24 8HG

19 August 2009

Leigh Dorling  
Cognisi  
18 Church Hill  
Etwall  
Derby  
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Dear Leigh

I am writing to thank you for the work that you recently completed with me. Working with you in your capacity as an executive coach this year has proved to be extremely successful.

As you will appreciate I have to deal with many people and many different organisations that are focussed on people development and I found your approach to coaching most refreshing and rewarding.

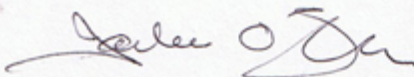
Everything has been useful – how and when you introduced learning and development tools; guiding me in terms of managing people (upward and downward) and adapting to their needs; holding me to account for agreed actions.

Overall, and with your assistance I have been able to significantly improve my effectiveness in my role as Head of Training and Development at East Midlands Trains. You have helped give more confidence to deal with difficult business issues. Acting as a sounding board you enabled me to discuss delicate issues in a confidential environment that enabled me to self-learn and come to positive conclusions in a most effective manner.

I would have no hesitation in recommending you to other business executives in similar roles.

I wish you all the best for the future.

Yours sincerely



Jackie O'Brien  
Head of Training and Development