



A Better Place For You™

Cindy Winters
The Clemmer Group Inc
10 Pioneer Drive,
Suite 105
Kitchener, ON
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Dear Cindy:

Every year The Co-operators holds a conference to recognize those staff who excel in providing excellent service throughout the year to their clients.

This year, as part of our conference, Jim lead a "Pathways to Performance" workshop.

Our Senior Managers and participants found the session very informative and commented that they would have liked it to be a little longer to get the full benefit.

The one topic that was of great interest was that of the "Successful Leader."

I would like to once again thank Jim for sharing his enthusiasm, knowledge and learning's with our management and staff.

Sincerely,

Janice Kochan
Manager, Marketing Research, Planning and Service Quality
The Co-operators

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