

## **Accolades and Applause for Leading @ the Speed of Change**

I have had some profound results myself in the last weeks since the course. I ordered The Leader's Digest and workbook for my whole team (12 managers) and have started the introduction in training last week. I have briefed my CEO on the program we are working with and she is thrilled. If you ever need anyone as a referral for the coaching course and future clients, I'd be pleased to talk about how much we have used that course and how we have adapted everything in it into our sales coaching program. Thanks again Jim for all of your leadership and guidance!"

— Jane Stollar, Director, Retail Sales and Operations, CAA Mid-Western Ontario

"The workshop was tremendous. I sincerely believe your presentation was one of - if not the best - I have been to."

— Monty McKay, Purolator Canada Ltd.

"The course provided some excellent suggestions for becoming a better leader without overwhelming the participants with information. Jim is very motivating, knowledgeable, and entertaining. This was time well spent."

— Francie Dudeck, Great-West Life

"One of the best presentations I have ever heard on leaders' needs and qualities."

— Jim Wright, Lasalle Police

"Excellent practical presentation with multiple tools to apply to diverse situations."

— Ron Fearon, Confederation College

"Great content. Very inspiring!"

— Louis Roy, Communications Security Establishment

"Excellent session. In the heat of constant battle, it's easy to become distracted with multiple issues. This session was a real reminder and re-ignited my passion for leadership and helped me refocus on what's really important – 'the people'."

— John Enns, Alberta Infrastructure

"Excellent. A complete step-by-step package of information."

— Mohan Vargiese, SOA-ACSC

"Went beyond my expectations, as Jim really got me to think of where I am, and where I want to be. He provided things to think about on the "how to get there."

— Alain Dufresne, Bell Canada

"A great "tune-up" for values and focus that can make a real difference for one's self and team."

— Betty Deane, Alberta Government

"Firstly, the response from the group was most overwhelming in their support for the message you delivered as well as the delivery itself (you haven't lost your touch). Our managers all look forward to Jim's message as he continues to communicate not only at their level but also touch on and reinforce key leadership issues that all lend themselves to making Laidlaw an employer of choice. I thank you, Jim, for helping us grow our people into effective managers and leaders."

— Gary Wilson, Laidlaw Education Services

"Excellent energy. Obviously a labor of love. Your passion for the topic is infectious!"

— Mark Cox, Hamilton Police

"Jim kept my attention and provided me with lots of ideas and tools to improve my personal and business life."

— Sue Casselman, Bell Canada

"Excellent presentation and program. Thanks!"

— Field Manager, BC Hydro

"I attended on the recommendation of my manager, who is encouraging all of our group to attend. Excellent session and refreshing from previous leadership sessions I have attended. Enjoyed the setting and the diversity of other participants."

— Co-Ordinator, London Health Sciences Centre

"This was very worthwhile — in time and resources, from both a professional and personal perspective."

— Project Leader, Alberta Agricultural Food and Rural Development

"Thanks again for delivering your executive development workshop. We again had very positive feedback. Participants rated your knowledge of the topic at a 4.89 out of a possible 5.00. They rated your teaching/presentation skills at a 4.63 out of a possible 5.00 and the quality of the program at a 4.55 out of a possible 5.00. Some of the comments include:

- \* "good material, expertise, thought-provoking, many resources for future work, further exploring"

- \* "excellent examples"

- \* "well done, very worthwhile"

- \* "very interesting, nice informal style, covered a lot of information in a short period of time well, overall very enjoyable and helpful"

The benchmark for our programs is a rating of 4.00 out of 5.00. Your ratings were excellent."

— Rita Greenidge, Executive Development Consultant, The Cabinet Office, Ontario Government

"Your workshop was truly a pleasure. I'm pleased to report I've set aside a full day a week to be around the office without an agenda, talking with staff, and also advised staff that this day is theirs with no other commitments. Thanks for the inspiration and most importantly, the practical steps. I'll use them in monthly planning to add one improvement at a time relevant to our team's needs."

— M. Ingrid Brodie, A/Director, Public Safety Initiatives, Policing and Victim Services, Department of Justice

"This session had direct, practical application to my work."

"Great workshop! It brought many ideas together into a meaningful framework."

"Your approach of providing the framework — the "big picture" — supported by appropriate content made the material very real for me."

"I have to tell you how inspired I have become since hearing your presentation at the Ontario Police College a couple of weeks ago. I started reading one of the books you gave us and I couldn't believe what I was reading. It certainly wasn't the usual dry leadership step-by-step program I have been used to in the past. Quite the contrary. It was lively, thought provoking, interesting, stimulating, refreshing, I could go on and on.

Then I received your newsletter, The Leader Letter. In life, I am sure you will agree, timing is everything. It's not just being at the right place at the right time, but it's also doing the right thing.

Dustin Hoffman once said (and he laboured to make the point during his acceptance speech at the Oscars) about "Hitting the note." It's doing everything possible, just at the right time and just at the right moment, striving for perfection resulting in "Hitting the note." Jim, you have hit that note for me. You have triggered a response in me that I have been searching for.

I want to thank you for your courage in following your heart.

Jim, I have no authority to say this but...you are a chosen one, my friend. I am so grateful that our paths crossed."

— David Ingrassia, Ontario Police College