



2003 May 05

Mr. David Gouthro
The Consulting Edge
Suite 23 – 1551 Johnston St
Vancouver, BC V6H 3R9

Dear David:

I can't thank you enough for your excellent contribution to our seminar in Whistler last week for GVRD Municipal Managers and Human Resources staff.

For many of us, the concept of Emotional Intelligence was relatively new and, in the short space of two hours, you managed to inform, educate, engage, entertain and amuse our participants beyond my expectations. Along with the learning, your presentation style maintained the energy of the group after a fairly intense morning of serious examination of our organization and roles.

Personal touches and a flair for sleight-of-hand and whimsy brought home your messages in a way that would otherwise not be nearly as effective. You probably know, from your conversation after the session with our Chief Administrative Officer at the GVRD, that he was very impressed with your approach and message. His comment to me was, "That session alone was worth the time of the entire seminar."

On a personal note, I attended a fundraising event on Saturday night, and the nose-flute, even with my inferior performance, was a big hit!

Once again, thank you for your time, energy and insights. Your session was a high point in our two-day event.

Yours truly,

A handwritten signature in dark ink, appearing to read 'Mark Leffler', written over a horizontal line.

Mark Leffler
Manager, Labour Relations Department