



November 23, 2001

David Gouthro  
The Consulting Edge  
#23-1551 Johnston Street (Granville Island)  
Vancouver, B.C.  
V6H 3R9

Dear David,

Thank you. Your presentation to ICBC IS Managers in November was tops!

The "Courage to Change" was the uplifting message we needed. Your delivery was ideal for this audience.

You appealed to the audience because of the way you presented the topic and captivated the audience by involving them in scenarios. One felt compelled to listen and watch for fear of missing part of what was being said. The presentation was well delivered and the content was excellent, leaving one at the end of the presentation feeling that having the courage to change must be instilled in everyone as change is always present and will become more so in the coming years.

Some quotes from attendees at the ICBC session were:

"That guy was good, can we get him at our annual staff meeting?"

"The definition of courage was great. I can relate to it and apply it to my life. Useful."

"I loved the way Mr. Gouthro involved the audience, creating a warm atmosphere which led to communication and laughter between employees."

So, nose-harpists unite! Courage and change go hand in hand.

Sincerely,

**INSURANCE CORPORATION OF BRITISH COLUMBIA**

Marjorie Hayden  
Manager, IS Education