



October 2, 2006

Dear Heather,

We have just finished our 15th Annual LeanSigma/KPO Exchange in Roanoke, VA for support professionals and senior managers implementing major organization improvement initiatives. Jim's closing keynote on "Leading a High Performance Culture" was a huge hit and perfect way to send attendees off highly inspired and set to implement his practical leadership approaches. Ratings were almost exclusively 5/5 on two scales for his delivery and content. The lowest score was a few 4s and others added ++ and 6s to the scale.

Here's a sample of some of the handwritten comments:

- "Very enjoyable and informative."
- "Jim had a lot of good knowledge on the subject and is a very good communicator."
- "Finished with a bang! Jim Clemmer is a passionate and inspiring speaker."
- "Great insights on the topic."
- "Info very useful for application when we return to work."
- "Best of the week. I needed a pen in each hand to capture all the great points!"
- "Best keynote I've heard."
- "Very motivational."
- "I have a lot of good take-aways from Jim's presentation."
- "Learned extensively about the connection between upper and lower management."
- "Very thought provoking... good insight... good reality check for the importance of soft skills."
- "Content was outstanding! The energy and passion Jim showed was impressive and apparent."
- "Very informative! Got me thinking about our leadership team and what we can improve on to be better change agents."
- "Great, great leadership info."
- "Excellent presentation/presenter."
- "Excellent speaker – professional and informative."
- "Excellent presentation and very valuable information!"

Not only was Jim a perfect fit for our meeting, but he was a pleasure to work with. From the initial phone call I made to the office to the final invoicing, the process could not have been smoother. Working with you was also a pleasure. I appreciate the prompt responses to my phone calls, emails and questions.

Thanks again for helping make our annual event such a huge success!


Cheryl Groves

Operations Manager