



BRANDON REGIONAL HEALTH AUTHORITY
Bringing Responsible Health Care To All

150A – 7th St.
Brandon, MB
R7A 7M2
Dec. 24, 2001

Mr. Jim Clemmer
The Clemmer Group
10 Pioneer Drive
Suite 105
Kitchener, Ontario
N2P 2A4

Dear Mr. Clemmer:

I am writing to express my personal thanks for the outstanding job you did in preparing and delivering our half-day seminars on "Recognition" for our Management Staff on November 19th and 21st, 2001.

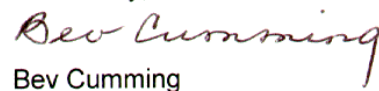
As you know, our staff survey of December 2000 showed low scores in response to the statement, "I am recognized by my supervisor", and this was the impetus for our request for you to provide two half-day workshops for our managers. We were impressed by your thorough assessment of our organization and its history and culture, as evidenced by your request to teleconference with me and our Chief Executive Officer Earl Backman prior to the sessions.

On the days of the conference, you came prepared with a sound presentation, complete with simple exercises to allow the audience to discuss some thought-provoking questions during the workshop. The organizing committee was particularly struck by the way in which you managed to engage all of the managers (even the ones who are traditionally very "tough" to engage!) in your presentation. Your choice of title, "Recognition, Celebration, and Appreciation", was exactly appropriate for the audiences, and our organization as a whole.

I am appending a copy of the collated evaluations for your information.

In closing, I would like to thank you again for your close attention to the needs of the Brandon Regional Health Authority. It is rare to be able to confer (by e-mail), on almost a daily basis, with a speaker as distinguished as you. I have enjoyed the experience immensely, and I look forward to working with you again in the near future.

Yours truly,


Bev Cumming
Coordinator – Planning & Evaluation