



The Conference Board of Canada
Insights You Can Count On

December 19, 2001

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

Dear Jim,

On behalf of the Conference Board of Canada and members of the Forum for Business Excellence (FBE), I'd like to thank you for your insightful presentation on November 21, 2001 in Toronto.

You will be pleased to know that participants gave high scores (4.3 out of 5) on the four key areas that we evaluate our guest speakers:

FORUM FOR BUSINESS EXCELLENCE November 22 & 23, 2001	Met your expectations	Provided new ideas, information & insights	Usefulness for your professional development	Overall quality of presentation
Jim Clemmer - Clemmer Group	4.3	4.3	4.3	4.5

The meeting was a success and your contribution played a key role.

Participants particularly enjoyed your casual and informal presentation style, being in control in a group setting and the manner you were able to connect with the audience on an individual basis.

I am sure your book "Growing the Distance" will be a treasured source of leadership insights for all of us.

Thank you again for sharing your knowledge and experience with us. I look forward to working with you in future.

Sincerely,

Musawir Karim
Senior Research Associate and Program Manager FBE
Centre for Management Effectiveness

