

Date: May 16, 2003

To Whom It May Concern:

This is to acknowledge and compliment Integrity + Consulting on the workshop they delivered for my teams in Montreal and Toronto.

CIBC Mortgages is one of the most successful players in the financial markets. My team of Business Development Managers (BDMs) are responsible for training and supporting professionals throughout a geography based banking branch network. Our challenge has been growing business revenue while maintaining the high quality service offered by the finite resources of the BDMs.

Integrity + Consulting was recommended by someone I highly respect. My objective was to help my team become more efficient , more effective and to identify and implement practical solutions to the information overload that burdens their work lives.

Results:

- Participants gave very positive feedback. The overall satisfaction of the learning session was in excess of **92.5%**. Many of them found it to be one of the best sessions in which they have participated.
- I have seen a definite improvement in the areas we targeted.
- Most participants were able to:
 - Examine their roles with a view of setting realistic expectations and focusing on higher value roles and activities
 - Reduce the clutter created by e-mail, electronic information and unnecessary meetings

I personally felt the workshop helped me in managing my time and provided me with a new perspective on how to deal with ever changing priorities.



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