

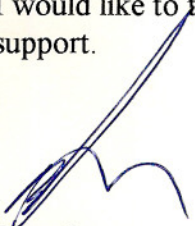
Mark Payne  
Action Assessing  
Fortis Insurance  
Level 1/464 St Kilda Rd  
Melbourne Victoria 3001

**My accomplishments, results and feelings about completing this course:**

In the early stage of this course I felt that this was just another problem that I didn't actually have any time for, nor was actually interested in doing. But at the half way stage of the course I could see that there was a purpose to it all and I can confidently say that it has changed my way of thinking, I'm doing more things that have a higher payoff than the meaningless and boring task's that I once considered important to me.

I feel myself and staff have benefited from this course as I'm finding more time to spend with them on a one on one basis, and helping them build on their own strengths and weaknesses and encouraging them to be involved in key projects, such as the recovered theft process which is long over due.

I would like to thank all the people from Leadership Management Group for their support.



Regards  
Mark Payne  
Assessing Team Leader.



**FORTIS**

Solid partners, flexible solutions

*Action Assessing  
is part of the Fortis group*