

Command Alkon  
Suite 5, Level 1,  
695 Burke Road,  
Hawthorn East,  
Victoria 3123  
Australia



1 December 2003

Command Alkon Pty Ltd ABN:14 103 246 019

**Re: Management Essentials Course.**

Darren,

I am writing to express my gratitude for this course, which we have just completed.

In the space of 7 weeks, I was provided with a comprehensive range of resources and practical skills, which will be invaluable to my management effectiveness. As a result of this course, I now have a new confidence in my ability to handle a broad range of management challenges that are current and developing in my workplace.

I am finding that my superiors are showing increasing confidence in my management ability, and have just mooted at making a more long-term arrangement of me managing our office & team (which is what I am presently doing, due to a recent disaster). This is, I am certain, due to my being more self-assured following this course.

I felt that the course material was well planned, well paced, and presented in a very constructive learning environment. It was particularly effective in that the week in between each module allowed time to reflect, practise new skills, and prepare for the coming class. I found your mantra of "I don't care what you know, I care what you can do", and the accompanying challenging of the class to begin immediately on the practical implementation of the theory especially important.

The course booklet will be ever handy in my office and, I expect, well thumbed over the coming years; it is a fantastic reference.

Darren, I must commend you on your ability to demonstrate in yourself the level of commitment to help that you espouse in your course. There are so many coaches & leaders who operate on the "Do as I say, not as I do" principle; you separate yourself from the pack in this regard.

Thanks again for your assistance.

A handwritten signature in brown ink that reads 'Dale Brownbridge'. The signature is fluid and cursive, with a small flourish at the end.

Dale Brownbridge.  
Team Leader

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