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TO WHOM IT MAY CONCERN

I am pleased to provide this letter of support indicating Council's high degree of satisfaction for the training services provided by Ms Mary Brell of Keys to Success.

Council has utilised Mary's services for training at Executive, Manager and operational staff levels and has received very positive feedback from the range of staff who have attended the training sessions.

Two of the essential components of successful training are content and presentation and in these areas Mary excels. She takes her time to understand the needs of the client and targets the program appropriately. When this is combined with her high level presentation skills, which ensures information is presented in a manner that is easily understood and in a fun environment, outstanding results are achieved.

To have staff members still talking about the success of training some 6-8 weeks after its delivery is probably the best indication of all of Mary's ability. It is also heartening to see the particular aspects of the training being implemented by staff of their own volition in the workplace.

Council has now engaged Mary's services as part of its annual training program and staff are very much looking forward to the next instalment. I can therefore testify as to Mary's ability to target and deliver training. I would also welcome the opportunity to speak personally on Mary's behalf should the opportunity arise.

Yours sincerely

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