

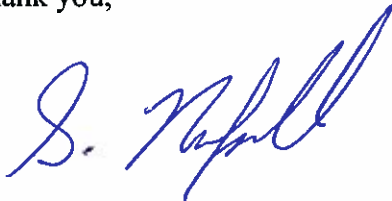
Hello Anita,

Allow us to share with you our gratitude and appreciation for your inspirational Learn to Bounce presentation. The material you presented was well put together, honest and useful. Your genuine, warm and inviting style made it easy for our members to resonate at a very personal level.

Your content went beyond the usual change management principles. More importantly your talk focused on the people side of change. You spoke to the emotions and feelings that we need to acknowledge and to manage to keep us grounded, motivated and productive. We enjoyed learning about the emotional journey we experience during changing times and how change not only creates stress, fear and uncertainty it also creates opportunity.

During these times of government budget reviews, you did an excellent job at driving home the most important things that both managers and employees need to do during tough times. All of the attendees enjoyed the activity lessons and the group discussion it generated.

Thank you,



Alberta Chapter  
Financial Management Institute