

October 26, 2009

Keswick Dental Centre
417 Queensway South
Keswick, Ontario
L4P 2C7

To Whom it may concern,

I would like to take this opportunity to share my results and the difference the LMI process has made personally and organizationally.

The Effective Supervisory Management Program has guided our leadership team to create a structured, organized office, where goals are clearly defined, and we are able to work together to accomplish tasks that we felt were beyond us in the past.

Through the work of LMI Canada, I Milena, a leader at Keswick Dental Centre, York Region's premier Dental Office, have many achievements to be proud of. A few of my major achievements are listed :

- A developed leadership team that has a tool box full of skills that are used to get through each and every day.
- Clearly defined goals for every department, that the entire team feeds into, and is tracked for success or improvements needed.
- Reduction in wasted time, discussing things that never got accomplished in the past because there was no one delegated to complete, and no deadlines were placed.
- Increase in the overall production of the office. Production numbers are at a much better place this year than last year.
- Team is on board with our goals, and come to the leadership department representatives knowing that concerns will be discussed due to increase in our communication each and every day.
- Decrease in negativity in the office. Team is happy how situations are being handled now that leadership team has the proper training to deal with difficult situations. I.e. Employee tardiness, employees not completing their jobs effectively.
- Able to plan in advance. Planning much further in the future which has never been done.
- Found out what my personal strength and weaknesses are and develop personally

There are far too many achievements to be listed here. Overall the Effective Supervisory Management Program and Frank Kreze as leader, has made our leadership team at Keswick Dental Centre able to handle whatever may come our way.

Problem solving, training, discipline, decision making, effective authority, taking action, and personal development are all aspects of this training program that everyone can benefit from.

Personal goals such as being a more patient person, fitness programs, and realizing the importance of family time are a few goals that I have achieved with the help of the LMI system.

I highly recommend this program to anyone who feels like their business is not working to their full potential, and wants to learn how to develop and grow for present and future success and make their work environment a happier and healthier place to be a part of.

I would highly recommend LMI Canada's program's and Process to anyone that is looking for the slight edge in their business and personal lives.

Sincerely,



Milena Silveira