



March 11, 2002

Mr. Frank Kreze
Mastering Leadership Inc.
192 Park Avenue
Holland Landing, Ontario L9N 1J7

Dear Frank:

Over the past three months, I have participated in the Effective Personal Productivity Conference with you. I would like to acknowledge that this program has provided me with a refreshed perspective on my role as CEO at the McMichael. The tool kit that was revealed during the past few months found immediate application in the challenges facing our organization. EPP has invigorated my motivation and helped me refine my skills and those of our team by increasing our collective productivity through an effective goals focus and has engendered a result-oriented atmosphere. While the McMichael continues to evolve and improve, our path to future successes is much clearer in great part to the increased clarity in my thinking that this conference has encouraged.

I would like to extend my thanks and appreciation to you for being such an excellent facilitator and mentor. Our exchanges were always on target with an emphasis on challenging my assumptions with an eye to moving the discussion to a more insightful and productive level. Your personal style, enthusiasm and commitment to this leadership development approach is compelling.

If I can provide a personal reference for a prospective client, please feel free to encourage their communication with me.

Sincerely,

A handwritten signature in blue ink, appearing to read "V. J. Varga", with a long horizontal flourish extending to the right.

Vincent J. Varga
Executive Director & CEO