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March 10, 2004

Leadership Advantage Corp.
5305 Glen Erin Drive, Unit 4b
Mississauga, Ontario L5M 5N7
Attention: Harry Carroll

Dear Harry

This course has changed me as a person, I thought that I was a very good Manager who listened well and understood my fellow employee. But through these six lessons I found myself very inadequate in my management style. Everyone has his or her own style and this course has helped me fine-tune the style that I have been successful at. This course also affirmed that the person that hired me back in the year 2000 is the Dealer Principal that I have been searching for. Kelly is willing to change his life and take this course with us and be a mentor to us all and I thank you and him for that. I must admit that this is not an easy course it makes you do some soul searching and I found myself asking the question am I going to be able to change, what do I do now and how can I make sure that the tools and lessons learned through LMI do not fall by the way-side? I can see a change at Peninsula Ford and I know that my focus on the high payoff activities outline by Kelly to me will start to show in the near future, making our goals reality. Thank you again Harry for your persistence in bringing the best in us all at every lesson. In closing I want to say that the most that I got out of this course was getting to know the other General Managers better and seeing that I wasn't the only person with similar concerns and obstacles in our everyday life as a General Manager for the Leggat Group.

Sincerely,

A handwritten signature in black ink that reads "John Henderson". The signature is written in a cursive style with a large, looping initial "J".

John Henderson
General Manager

