



Verizon Wireless
100 Southgate Parkway
Morristown, NJ 07960

Phone 973 656-7000

June 10, 2005

Key Seminars
P.O. Box 75
Orangeburg, NY 10962

Dear Coralie and Michele:

I just want to take this opportunity to let you know what a great impact your class "Shackleton's Way...Leading in Challenging Times" had on my retail store managers. The workshop was extremely well received. Most people will give rave reviews of a training class on the day of training. My managers were still raving about the class weeks after. I was being thanked weeks after the class for providing the team with the basis of thinking for themselves, believing in themselves and relying on themselves.

Each manager realized their role in motivating their crew, and that one person has the power to change the entire work environment. I was overly impressed with how quickly the managers stopped looking for others for answers and took ownership and accountability into their own hands. The four cornerstones of the program: Building Morale, Communicating Effectively, Creating Optimism and Leading by Example will help continue to build upon our edge in today's competitive environment. The tools you presented inspired them to create an action plan using Shackleton's leadership practices for the challenges their teams face every day. Too many times I've seen action plans be just that, plans put in the filing cabinet waiting to be pulled out and sent to senior management to keep them off their back. Your enthusiasm, high spirit and delivery of this training program helped ignite the action plans to forward thinking processes that are being executed on.

Thank you for sharing your expertise...I highly recommend you for any group who needs an energetic, professional, and performance based program. I look forward to working together in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Tim FitzSimons".

Tim FitzSimons
Director of Stores and Operations
Verizon Wireless

WARBURG PINCUS

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October 25, 2006

Dear Michele,

Thank you for making our employee development week extremely valuable. Both of the workshops you delivered, Strategic Partnering and Influence, and Achievement Through Action provided participants with information they can use immediately in their personal and professional lives.

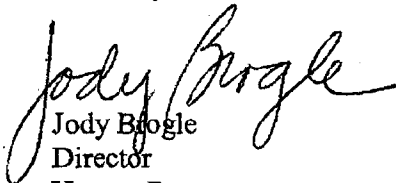
We have had other trainers and programs in the past, but they have all received a lukewarm reception. Everyone had a totally different reaction to your workshops. Enthusiasm for both you and your presentations abounded. One participant stated that these were the best seminars she has ever attended in her long career. Not only was the material very useful, your delivery made the day engaging and fun.

Participants came away with many good ideas such as:

- How to negotiate better
- Nothing ever comes from being comfortable
- Stop complaining and take action to change things
- Speak up for what you want

I cannot thank you enough, and I look forward to working with you again in the future.

Sincerely,



Jody Brogle
Director
Human Resources

New York
Menlo Park
London
Frankfurt
Hong Kong
Beijing
Shanghai
Tokyo
Mumbai