

Hi Stephen and Mara,

Thank you for a lovely letter.

Like wise it was a great pleasure to meet wonderful people like you. I thank you for been part of four days in my life that I will never forget. Most of all thank you for the gift of seen life in a different way to be able to succeed in business and personal life to a different and more fulfilling way, to be able to use the knowledge that you have passed on to me to my advantage to choose the most effective behaviour in any kind of situation, to use my thinking to resolve any situation that comes my way using $S + T = R$.

As soon as I got back my partner detected a new ME and I couldn't wait to share some of the wonderful times and experiences that I had in the past four days.

Three of my managers were happy to see me back, but one couldn't face me due to a bad store inspection result, so by Friday afternoon fate got the best of the situation by request he arrived to see me at the office with his face buried to the ground he new he had let me down by not providing me with better results. As he sat in my office I could see the anger and fear within his watery eyes. At that moment I extended my hand to shake his and asked him to share his thoughts with me, we had along but very rewarding conversation about his results, than we drafted an action plan on how not to make same mistakes, in the process I showed him no anger but positive feedback on how he and his team can achieve better results as we finished he looked at me and said, 'thank you' I won't let you down again. Next morning he asked me to join him at his store as he conducted a management meeting were every one united as a team to work out different possibilities sharing each others thoughts and ideas to achieve better results.

That morning was very rewarding to me, to be able to change my team to think positive and learn from their mistakes. Thursday 31st we will meet again as I will be taking them through SL II.

I hope I haven't bored you as I couldn't wait to share my experience with you.

" YES I LIKE MY SELF"

Thank you

Edwin Lopez
Diab Group of Companies