

5th June 2003

Stephen Klemich
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77 Bowman Street
Pymont NSW 2009

Stephen,

Adshel has been delighted at the outcomes from our first Personal Effectiveness Programme, which was held in September of 2002. The 12 participants returned to their various functions within the business with a renewed energy and enthusiasm for not only their jobs at Adshel, but more importantly their relationships with people in all parts of their lives.

The take-out for the individuals involved differed based on their previous experiences, however everyone found the open and honest nature of the programme to be extremely rewarding, and that this allowed them to stretch themselves in activities that were new to them. Indeed some of the participants achieved things that they never thought they would even attempt, let alone complete.

The course also provided some of the younger members with an increase in confidence and maturity in commercial settings, which has been enormously positive for both them and the company. The more experienced members of the group found themselves gaining more substantial understanding of their own behaviour, and how to manage their environment to improve their effectiveness.

Adshel has clearly seen a group of executives who are better balanced to manage their roles and in most instances, take on additional responsibilities. Some of the participants refer extensively to various components of the programme on a regular basis, using the principles passed on to form a very strong frame of reference for their ongoing management activities. There is in particular much better understanding of personal styles, which is allowing for less conflict in the workplace.

The combination of the venue (out of Sydney and at the foot of the National Park), and the passion of the presenters created a very positive influence and set the scene for a successful investment in our staff.

Finally the participants returned to the workplace with many positive stories, which has made the internal competition for places in the 2003 programme very healthy.

Regards,



Steve McCarthy
Chief Executive Officer