



STRENGTH ON YOUR SIDE
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**MARITIME LIFE
(CARIBBEAN) LIMITED**

July 15 2014

Ms Renata Tulsie
Mr Ram Ramesh
Caribbean Centre for Leadership Development

Dear Renata and Ram

Our Team Leaders' participation in Crestcom International's Bullet Proof Manager Programme is certainly impacting on their approach with their teams and the quality of their relationships with one another. We are seeing demonstrable changes in behaviour and approaches to work with Service Recovery Plans, Dashboards, Red Light Green Light and all the other strategies designed to make a productive, happy and engaged work environment. Dave has really embraced the learnings and taken them to heart with his charts and diagrams.

Coming from one of our ROI sessions, the idea of giving back to our Team Members was discussed and adopted with such enthusiasm; it gave rise to "Serving You So, You Could Serve Others", a breakfast initiative.

Having to serve 6 teams which comprised over 100 "diners", this made from scratch, on the spot Bulletproof Bistro as Kavita called it, was opened with BPM participants having to plan and execute their meals without any assistance from their Team Members. This was quite a challenge. It also took them out of their comfort zones and into a non business activity focusing on team work, creativity, planning, budgeting and most of all Exceptional Service, which is our vision.

Further to which, they had to do all the clean up. A real job for Bali, Rosalind and Roger. They gave up at least 36 working hours each in prep, execution and clean up times, but all claimed, it was so worth it. As Bali said he never felt such a great sense of satisfaction for doing this for Team Members. This from a confirmed and acknowledged workaholic.

Their teams cannot wait for another session and they are excitedly planning their next event.

We are particularly heartened with the results so far and have committed to another 5 participants for 2015.

Thank you both for your constant support and encouragement. It would not be the same without you.

Keep up the great work.

For and on behalf of
The Maritime Financial Group


Sheree Ann Ramsingh
Performance and Learning Solutions Team Leader