



15th May 2018

Ms. Renata Tulsie
President
Caribbean Centre for Leadership Development Ltd.
Hilton Conference Centre.

Dear Ms. Tulsie,

I wish to say firstly, that MIC Institute of Technology (MIC) is a firm supporter of the BPM Program, and will happily recommend it to other managerial leaders.

We took the initiative and enrolled our first batch comprising the CEO, GMs and Senior Staff – a total of eight persons in March 2017. After they graduated, we enrolled ten of our Middle Managers who came from various departments across the organization. These will be graduating in May 2018.

As Deputy Chairman and Learning Sponsor, I have discerned a definite improvement in thinking and approach both with the current cohort and the first one thanks to the offerings of the BPM Program. Throughout the program, they kept the momentum for having regular ROI Meetings, holding each other accountable and implementing as best as they can, their personal action plans.

The teams themselves, having gone through the year(s) together, have developed a remarkable sense of fellowship and bond, which is invaluable, especially at their level, in creating a unified, focussed and goal-oriented leadership team. This will no doubt serve MIC in good stead, as we remain steadfast in achieving our mandate.

I need to add that at the final ROI held last Monday, Management decided that due to the enormous benefits received from both BPM cohorts, we have developed within our organization a common denominator of management which we will foster and maintain by holding monthly sessions with all our BPM graduates.

We are convinced of the benefits – tangible and intangible – of the BPM Program, so much so, in that in June 2018 we will be enrolling our **third** batch of Managers into the program.

Sincerely,

Keith Toby
Deputy Chairman
MIC Institute of Technology