

June 11, 2014

TO WHOM IT MAY CONCERN

This missive is a testimonial of the value of the Bullet Proof Manager (BPM) Training programme facilitated by the Caribbean Centre for Leadership Development (CCLD) through its Chairman, Mr. Ram Ramesh and President, Ms. Renata Tulsie.

UWI School of Business and Applied Studies Limited (trading as ROYTEC) decided to send five (5) Managers/Senior Supervisors to the BPM Training following a presentation by CCLD to ROYTEC's Management Team.

ROYTEC was at that time developing a new Strategic Plan and was of the view that the BPM programme presented an opportunity for Leadership Development. The programme was particularly attractive given that:

- ❖ Managers needed to be away for just one working day of the month.
- ❖ The programme seeks to place a financial value on the impact of the training intervention on performance.
- ❖ The programme is designed for participants to reflect on the training with the ROI meetings.
- ❖ The programme design builds in a mechanism for participants to; apply the concepts in their work space, discuss learnings and share with top management, work colleagues and their peers.
- ❖ The programme encourages participants to involve their reporting associates in the activities prescribed for each topic. The reporting associates are therefore fully engaged in the process of change.
- ❖ The facilitators provide good support, leadership and mentorship and therefore ensure that participants are encouraged to apply their knowledge and stay on course.
- ❖ The programme is modular and participants can join other cohorts to complete modules that they may have missed due to their absence from their scheduled course.
- ❖ Participants interact with leaders from other organisations and are therefore provided with the opportunity to interact with peers from other work sectors. This presents opportunities for sharing of ideas, joint problem solving, networking and collaborative ventures.

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The outcomes to date have been excellent and I have observed very positive changes in the performance of our five employees who are enrolled in the Programme.

I would recommend this programme to other organisations without reservation and I am very grateful to the CCLD team for giving ROYTEC the opportunity to participate in this Leadership Development Programme.

A handwritten signature in blue ink, appearing to be 'Earl A. Browne', with a long horizontal line extending to the right.

Earl A. Browne
Executive Director