

11<sup>th</sup> April 2018

Renata Tulsie  
President & Chief Mindshaper  
Caribbean Centre for Leadership Development Ltd.  
#9 Hilton Trinidad  
**Port of Spain**

Dear Renata,

One of our key areas of focus for our Leaders in 2014 was “Helping Others To Develop.” In this regard, National Energy decided to enrol our Vice Presidents and Senior Managers in the Crestcom Bullet Proof® Manager Program given that many of the leadership competencies of said program were also aligned to our own.

The duration of the program – once a month for twelve successive months – and its location at Cara Suites was very convenient for our team which ensured that the participants had enough time to return to work to implement their action plans and reinforce the concepts learnt during the classroom sessions. Attending the program also allowed our nominees to learn from their colleagues in similar and other industries, which lent itself to a rich cross-exchange of ideas and application.

The twenty-four (24) management topics covered were extremely relevant in addressing some of the people challenges we faced at that time and the Facilitators did great job in explaining the concepts and creating an environment of learning, sharing, applying and engaging.

We truly appreciated the Return on Investment (ROI) component of the course and we have used many of the ideas to benefit the organisation. One great example of this was our incorporation of the Crestcom ‘Involved Recognition’ method into our own National Energy Reward and Recognition program thereby improving the recognition culture of our organisation.

Our Executive Team successfully completed the program in 2014, and their positive feedback and endorsement resulted in the decision to cascade the development to the other leadership levels in our organisation. As a result, we enrolled another group comprising fifteen (15) Team Leaders Supervisors into the BPM Program in 2015.

I am therefore happy to recommend this learning experience to organizations wishing to develop its bench strength at the leadership level.

Sincerely,



**Dr. Vernon Paltoo**  
**President**