



Ministry of Natural Resources
Ministère des Richesses naturelles



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May 26, 1997

Mr. Dave Fisher, President
The Delfi Group Inc.
11 McKay Street
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Dear Dave:

I would like to thank you and your group, particularly Jim Slavin, for introducing us to the concepts within the Managing By Responsibility and PRIDE programs. We now have all of our management staff and almost all of our employees in the Pembroke District of the Ministry of Natural Resources trained in "taking personal responsibility". It has made a significant difference here and I am confident that, if properly applied, the programs would make a positive difference in almost any organization in which they were introduced.

The combination of interactive sessions, reflective exercises and lecture made the learning exciting and dynamic. Participants in the program, by learning how to identify ineffective behaviour patterns, were able to effect change in the self-limiting behaviour and attitudes of themselves and others. Learning to set S.M.A.R.T. (Specific, Measurable, Attainable, Realistic, Truthful) goals, aligning these goals personally and organizationally and then take 100% responsibility for them is a very powerful combination.

We look forward to a continued association with The Delfi Group in helping us to tackle the human resources and organizational development challenges of the future. Our experience to-date with you has given me confidence in the quality of your training programs, the capability of your staff and the professionalism of your organization.

Yours truly,

Ray Bokenberg
District Manager
Pembroke District

RB/ot