



12 March 2003

Dear Karl,

As I look at the calendar, I see that we have worked together for almost a full year. We have certainly seen a lot of changes in the last 12 months! I am very happy to have had your support and coaching to assist me in navigating the turbulence that has occurred.

The use of the profiles has helped me understand the abilities and natural tendencies of current staff while helping me to quickly find a suitable replacement when a key employee left to start a competitive organization.

You have provided me with excellent counseling in looking to see that all the viable alternatives were considered before important decisions were made. With this recent decision to leave the corporate employment part of my business and put all my faith back in my own abilities as an independent, my business model has radically changed from a year ago. I've never felt more confident about the next year being the best in my career.

Everyone should have the ongoing wisdom and support that you deliver. You often say it is better to under promise and over deliver. You are the model of that strategy.

I appreciate your dedication to my success and look forward to another year of your coaching.

Thanks and best regards,

Joe Manning
Managing Director