

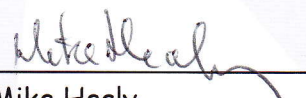
Mr. Billy Goodburn,
RMS Consulting,
63 The Park
Oldtown Mill
Celbridge
Co. Kildare

10/09/10

Dear Billy,

I am writing this letter to thank you for the Conflict Management Programme that you delivered at the G&K CTC in December of 2009. The Staff found the Programme to be highly interactive and challenging. From my perspective it achieved my objectives - the main one was to provide Staff with the opportunity to place themselves in difficult situations and examine how they respond to each different one. I have noticed that the number of issues that arose for me as a manager as a consequence of Staff/Trainees being involved in 'difficult situations' has decreased significantly. I can support this claim as there have no complaints from Trainees about Staff and we have had several group activities away from the Centre where we have not had any 'difficulties'. This I attribute to an improvement in Staff confidence in dealing with themselves and the Trainees.

Once again I would like to thank you for your excellent delivery on the day and would like to wish you the very best for the future.



Mike Healy
General Manager