

16th October 2014

Hello Jenny,

Both Peter & I attended the Resolving Conflict at Work interactive presentation by Richard Boyd and i thought it would be poor of us not to send you this email.

Clearly this has been by far the best presentation that Peter & I have attended since the introduction of the points system.

Richards was incredible in terms of his broad knowledge and the depth that he went into to make the point clear and easy to understand.

The content, quality and thoroughness of the presentation was well above our expectations. Both Peter and I are of the view that we should have met Richard 30 years ago.

Thank you very much.

Kind regards

Jennie Yujnovich
Principal.

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