



Ottawa, Canada
K1A 0H8

August 12, 2009

To whom it may concern:

Kathy Harris and Penny Hopkins of Jobmatics Inc. organized and delivered a series of facilitated workshops to the lawyers and assistants of the Public Law Policy Section of the Department of Justice of Canada from the afternoon of June 18 to the morning of June 23, 2009.

Kathy and Penny conducted a facilitated half-day workshop on June 18 for the full Section (13 people), followed by individual (one-on-one) hour-long interviews on June 19 to determine the intrinsic motivator for each employee. On June 22, Kathy and Penny facilitated an all-day workshop for the full Section to further the employees' understanding of the personalities within the Section and to provide them with tools and techniques to improve communications in the workplace. A further facilitated half-day meeting for the three managers of the section was conducted to determine whether our management team collectively had the strengths to manage our section effectively, yet with respect and sensitivity.

I wish to confirm that Kathy and Penny provided high quality services that have proved to be effective in achieving a positive atmosphere within our workplace. By means of the workshops and interviews, Kathy and Penny demonstrated to us how we could interact with each other productively, taking into account our diverse backgrounds, values and levels of education, without triggering interpersonal conflict and misunderstanding.

Kathy and Penny were not only thoroughly effective in providing their services to us, but were also humorous when appropriate, patient and gentle with people in emotionally charged exchanges, and respectful of everyone's feelings. I know that their explanations and tools, as well as the example they set by their own interaction, have helped us to create a more positive dynamic within our Section.

The management team and employees unanimously declared this workshop the best session they had ever experienced.

Finally, I wish to confirm that Kathy and Penny were able to meet all deadlines in the several phases of the workshop as well as the planning phases. They also stayed within budget, as set out in their offer and in the contract for services.

Yours truly,



Joan E. Remsu
General Counsel and Director
Public Law Policy Section